



Ear Nose & Throat CONSULTANTS, LLC

NOTICE TO OUR PATIENTS

March 25, 2020

Ear Nose & Throat Consultants wants all patients to know we are taking every measure to continue to keep you safe and healthy. The health and well-being of our patients and our employees is our top priority. As the situation around coronavirus (COVID-19) continues to evolve, I want to take a moment and share an update.

As of now we are still currently open and operating per usual business hours for Telemedicine visits only. We are currently contacting all patients to reschedule all in-office visits for at least 2 weeks from now, if you are not requesting a Telemedicine visit. We will continue to notify our patients if there are more changes with our current operations so that we can continue to best support any of your ENT healthcare needs. We appreciate your patience and assistance during this time, so we can continue to keep our patients and staff as healthy as possible.

Please be aware for telemedicine visits we are using an internet-based website called Doxy.me. When it is time for your visit, a text message will be sent to you with a link included. Click the link provided. It will then prompt you to enter your name and enable your camera. Once these steps are completed you will be placed in the virtual waiting room. The provider will then see you are in the waiting room, they will start the video call and begin your visit. Facetime and Skype are also applications we can use for these visits. We ask that if you need to use Skype to please have this application downloaded on your phone prior to your visit. These applications are all utilized on a computer with microphone and video capabilities. We would like our patients to know that Telemedicine is fairly straight forward and that we can bill your insurance just as we would for an office visit but, if you have any questions in regards to this please do not hesitate to give us a call.

Our allergy clinic is currently closed at this time so all injection visits will be also be rescheduled during this time. If you are a patient who does sublingual immunotherapy (allergy drops), we can still currently refill these orders. Once your order is complete, we will then give you a call to let you know, collect payment, and then mail your drops to you.

If you are experiencing a fever, cough, shortness of breath, or body aches we ask that you call your primary care provider if you have questions on what actions you should take.

If you have additional questions regarding COVID-19 please contact one of the following:

- Douglas County Health Department (402) 444-3400
- Nebraska Department of Health & Human Services (402)552-6645 or dhhs.ne.gov
- CDC Hotline (800)-232-4636 or cdc.gov

Sincerely,

ENT Consultants