

OUR RESPONSE TO THE COVID-19 PANDEMIC

At East Carolina Gastroenterology and Endoscopy Center we are committed to the health, safety & wellbeing of our patients, providers and staff. The practices and procedures instituted by our clinic are guided by the recommendations of the CDC and North Carolina department of health. Our goal is to significantly reduce or eliminate the risk of any patient or staff contracting the COVID-19 infection within our facility. To this end we have instituted the following practices and procedures to ensure the health and safety of everyone in our facility.

1. All patients will be screened for COVID-19 related symptoms before their scheduled appointment and at the time of check-in. Any patient with fever, flu-like symptoms, cough, sudden loss of smell or taste, or shortness of breath, and any patients who has been in contact with known or suspected COVID-19 will be asked to remain at home and their visit will be conducted by telephone. All our staff are also screened daily.
2. All patient temperatures will be taken at check-in, and anyone with a fever will not be allowed to stay in the office. Their visit will be conducted by telephone.
3. All patients, staff and providers are required to wear a face covering while inside our buildings. If a patient has difficulty in wearing a face covering the scheduled visit can be achieved over the telephone.
4. We will maintain social distancing within our waiting areas. To achieve this, only patients with an appointment will be allowed to wait inside the office. No family members, driver or friends will be allowed to wait within our facility except for patients with disabilities that need help.
5. We frequently and thoroughly disinfect all surfaces within our waiting areas, examination rooms and the endoscopy facility.
6. We continue to encourage patients to have their visit by telephone whenever possible. This certainly reduces the number of people within the office.

We thank you for your cooperation during this difficult time. We will continue to reassess our actions as we know more and as recommended by the CDC.