



April 3, 2020

COVID-19 Practice Update

Hello to all of our patients and their families from all of us as Penn State Health Andrews Patel Hematology/Oncology. We hope you are all well.

We would like to provide quick update on how things are going with our practice during the COVID-19 crisis.

THE OFFICES: Both offices are open and staffed, patients receiving treatments or who have ongoing needs are being seen. We are trying to space visits out so as to decrease risk for patients and staff. As a result, you may have received a call moving your routine appointment. We thank you for helping with this.

SCHEDULING: Staff have been calling all patients prior to scheduled appointments:

- Patients who are scheduled for a routine visit and are not currently having any problems may be asked to reschedule for a later date or given the option of a virtual visit.
- Patients who need treatment or need to be seen will be asked screening questions over the phone. If you screen negative (no risk of COVID-19) your appointment will continue as planned. If you screen positive (risk of COVID-19, due to symptoms or possible exposure) you will be asked to complete your visit via telehealth and not come in to the office.

TELEMEDICINE: We are putting the finishing touches on our system which will be up and running soon. More to come on this early next week.

ARRIVING FOR YOUR APPOINTMENT: Arriving at our office will be a little different. All patients and visitors must stop at the screening tent prior to entering the office. Every patient will be screened (a series of questions) at the tent. Patients who screen negative (no risk of COVID-19) will continue in to the office for their scheduled visit. Patients who screen positive (risk of COVID-19, due to symptoms or possible exposure) will be asked to return to their car and will be given further instruction for a virtual visit.

VISITORS: Penn State Health has implemented a No Visitor Policy at this time, with the exception of (1) decision maker or (1) escort for patients who need physical assistance. Any visitor who meets that criteria will also complete the screening process in the tent. Please understand the no visitor policy is in place to keep everyone as safe as possible. Patients will be permitted to connect via cell phone and/or face time during their office visit with visitors who are waiting outside of the office. This will ensure friends/family/and other visitors still get important information discussed during office visits.

STAFF: All staff will be wearing masks for their own protection. Please be assured that all staff who have a personal COVID-19 risk (either symptoms or exposure) are being followed by Penn State Health's employee health team and are not working in the sites if they pose a risk to patients and other staff members.

PHONES: The phones are working, if you have a question or concern or want speak to a provider please call our office. You can also send a message via the patient portal (Carespace).

Camp Hill: 717-761-8740

Harrisburg: 717-526-1030

Please note our 21st Street location is currently closed.

RESOURCES: Penn State Health is offering free screening to anyone who thinks they may be at risk of COVID-19 or is experiencing any symptoms. This visit is done virtually through the OnDemand app. The providers on this platform have the ability to refer patients to the drive thru testing site located on the campus of Hershey Medical Center.

More information can be found here: <https://hmc.pennstatehealth.org/ondemand-overview>.

THE PATIENT: That is you! Please know that you are still at the center of our efforts. Although your current in-person visit may be delayed, we care about your needs and are here for you.

Sincerely,

The Physicians

Penn State Health Medical Group, Andrews Patel Hematology/Oncology