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5/22/20

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Dear Patients,

We are living in an unprecedented time in recent history. The COVID-19 pandemic has affected all of us. It has created stress and uncertainty in our lives and we worry about our health and the health of our loved ones. Luckily, the situation seems to be improving somewhat, but we must continue to be prepared and to adapt to our dynamic environment.

Your safety and the safety of our staff is of the utmost importance. We are proud that Keck Medical Center was prompt to prepare for this pandemic and continues to follow all national, state, and local guidelines. Some of you may have had your surgeries and appointments postponed. We apologize for this.

It is our mission to continue to care for you, and we have re-opened our clinics and operating rooms. However, we have implemented new processes that we will coordinate for you when you call for an appointment:

1. Whenever possible, your care will be provided using telemedicine.
2. When indicated, in-person care is being provided. Before entering any clinic building, all patients, staff, and doctors are screened for COVID-19. You will be asked questions about symptoms and get your temperature checked. Everybody is given a mask and hand sanitizer.
3. Patients undergoing procedures may need COVID-19 testing in advance at our screening tent. Right now, this needs to be done three days before the procedure.
4. Doctors and staff are using the proper personal protective equipment for all visits.
5. Examination rooms are deep cleaned before and after all visits.
6. In order to minimize your time in the waiting area, we are giving more spacing between visits.
7. Social distancing practices are in effect.

We are in this together. We pledge to continue providing the highest level of care with compassion and understanding. We are always here for you and will work diligently to provide the care that you need. Please be safe.

Sincerely,

The faculty and staff of the USC Caruso Department of Otolaryngology –
Head and Neck Surgery