

COVID-19 (CORONAVIRUS) UPDATE

March 23, 2020

Healthcare and Public Health Operations, including OrthoNeuro are exempt from Governor Dewine's recent Stay at Home Order. OrthoNeuro is committed to providing our patients with the essential care they need for any serious or urgent health care problems.

Numerous factors determine if the medical care provided is *Non-Essential* or *Essential*, and that decision is best made by the patient and treating physician, who are the only ones fully aware of the possible consequences and complications to be considered. Providing our patients with *Essential* care not only helps them, but helps our community by saving emergency room and hospital resources for seriously affected COVID-19 patients.

PLEASE RESCHEDULE YOUR APPOINTMENT IF:

- You are experiencing flu-like symptoms such as fever, cough, shortness of breath, and fatigue
- You have traveled to a highly affected geographic area in the last 14 days
- You have been exposed to anyone identified as having COVID-19

PATIENT APPOINTMENTS

OrthoNeuro has consolidated our physicians to three locations – Grandview, New Albany, and Westerville. All four of our physical therapy offices remain open. As a precaution, we ask that all patients take their temperature prior to their visit. If your temperature is 100° or greater, please call and reschedule. All patients will be asked screening questions when scheduling an appointment as well as upon entering our offices. If you answer “yes”, or exhibit symptoms during the screening, you will be asked to reschedule your appointment.

Visitors accompanying our patients will be asked to wait in their cars unless the following applies:

- Visitor is necessary for the support of the patient’s activities of daily living
- Visitor is necessary for the exercise of power of attorney or court-appointed guardianship
- Visitor is a parent, foster parent, or guardian of a patient 21 years of age or under

No Children (unless they are the patient) will be allowed on-site regardless if asymptomatic.

YOUR SURGERY

Effective March 18, 2020, in response to the COVID-19 pandemic and the order from the Ohio Department of Health, OrthoNeuro postponed all non-essential surgeries and procedures. If your surgery was impacted, we will contact you to reschedule. Essential surgeries and procedures are still permitted and will continue to be scheduled at our partner facilities.

OUR OFFICES

OrthoNeuro has protocols in place to provide consistent protection for our patients and staff at all times. As healthcare providers, state regulatory agencies require that we maintain strict standards for disinfection and sterilization. With the current COVID-19 epidemic, we have taken these measures to another level by increasing frequency and broadening our standard protocol.