



NOVEL CORONAVIRUS (COVID-19) UPDATE 3.13.2020

To Our Patients,

This update is to help address some of the questions we have been hearing re: the current situation.

As a healthcare office and healthcare providers, we will continue to see patients, and provide care to the community. We remain vigilant in our monitoring of notifications and updates by local, state, and federal authorities and will post updates on our website [COVID-19 BLOG page](#). All patient updates will be available chronologically there and we will also be sure to update our social media accounts as appropriate (Facebook/Instagram: @DermRochester).

Here are some of the frequently asked questions we are receiving. Topics include:

- Office Cleaning Process
- Immunosuppressive Medications/Autoimmune Diseases
- Lab monitoring for Isotretinoin/Accutane
- COVID-19 and Skin
- Rescheduling of office appointments (due to recent travel/illness)
- Our hours of operation for the upcoming week(s)
- Scheduled Appointments/Procedures

Re: Office Cleaning Process

- We use medical/hospital grade cleaning products that have been demonstrated effective against the majority of infectious pathogens.
- Our standard process involves wiping down all surfaces, tables, and chairs in patient rooms at the beginning of the day, after every patient encounter, and at the end of the day.
- Our UPDATED process for COVID-19 will ALSO involve using medical/hospital grade cleaning materials and wiping down all surfaces and points of contact in our entire waiting room and office at least once an hour throughout the day and as needed/requested.
- Public Restrooms are available and we recommend good hand hygiene (washing with soap and water for 20 seconds).
- Hand Sanitizer will also be readily available in patient exam rooms and the waiting room.
- We apologize for the inconvenience, but we have removed frequently handled items from our waiting rooms, such as magazines, brochures, cups and business cards.

Patients may request these items from the desk and they should be taken with the patient or disposed of after their departure.

Re: Immunosuppressive Medications/Autoimmune Disease:

- **Any patients with compromised immune systems or at higher risk for infection**, be it from medication or an underlying systemic condition should take EXTRA care and heed the recommendations posted by the CDC ([follow this link](#)).
- Many patients are on medications that affect the immune system - like Cyclosporine, Biologics (Humira, Skyrizi, Stelara, etc), Otezla, Prednisone, Methotrexate, CellCept, and others
- Presently, there are no data on the influence of these medications on COVID-19, and no generalized recommendations for stopping therapy in the ABSENCE of infection
- Existing guidelines typically recommend discontinuation of therapy if symptoms of illness arise, and holding these medications until fully improved.
- We would advise that if patients are on these medicines and have questions, they contact the office and speak with a provider.
- Similarly, if patients are on these medications and develop ANY symptoms of infection (fever, chills, sweats, cough, sneezing, etc) they contact the office and speak with a provider.

Re: Lab Monitoring for Isotretinoin/Accutane:

- If you are a student and patient of ours, and are not local to Rochester and/or will be displaced outside of Rochester by the mandate resulting in early closure of academic centers of learning we recommend the following:
- Contact the office by email – Info@DermRochester.com; or call us 585.272.0700. Email is preferred as call volumes we are experiencing are higher than normal.
- We will follow-up to emails within 1 business day with a phone call and provide specific instructions based on your situation/needs.

Re: COVID-19 and Skin

- Presently there are no known cutaneous (skin) manifestations of the COVID-19 novel coronavirus infection
- We are **not seeing or screening patients for the COVID-19** infection as these individuals are not known to present with symptoms requiring a dermatologic evaluation

Re: Rescheduling of Appointments

- If you feel ILL for ANY REASON – please be courteous and call to reschedule your appointment (585.272.0700) – we do not want to risk spread of infection to other patients or our clinical staff.
- If you have traveled recently and are feeling ill; we recommend you contact your primary care physician or the Monroe County Department of Public Health for further screening.

*Re: Our Hours of Operation for the **Week of March 16th-20th, 2020***

- At present, **we will maintain normal office hours** and will be seeing patients **Monday through Friday** as scheduled.

Re: Scheduled Appointments / Procedures

- At present ALL scheduled appointments remain UNCHANGED
- At present ALL scheduled surgeries remain UNCHANGED
- If you wish to change/reschedule your appointment, please provide as much advance notice as possible so we may accommodate other patients
- If you have any signs or symptoms of illness (and ESPECIALLY if you have traveled recently) – please call the office to reschedule

We thank you so much for your understanding and patience as we seek to navigate the ever-expanding body of information.

We remain committed to you, our patients, and will provide updates to office-related and frequently asked questions as available.

Feel free to follow our COVID-19 BLOG posts for the most up-to-date information from the office.

If you have further questions, please do not hesitate to call us at (585.272.0700) or email us at INFO@DermRochester.com

Sincerely,

Dr Lesley Loss, MD (President/Owner – Dermatology Associates of Rochester)
Janice Loss, NP (President/Owner – SkinSearch & DermaSpa)