



DERMATOLOGY
ASSOCIATES
OF ROCHESTER
DERMASPA | SKIN SEARCH

Included in this update:

- Hours of Operation (Clinic, Skin Search, Phones)
- Telemedicine (Dermatology Visits and Cosmetic Consults)
- Biologic and Immunosuppression Recommendation **Updated**

To Our Valued Patients,

Firstly, we hope that you, your families and loved ones are doing well. This is a trying time and we know that people will experience a wide range of emotions. Rest assured, **we are here** to address your medical dermatology concerns.

As you are most likely aware, Governor Cuomo has tightened restrictions in an effort to reduce the spread of novel coronavirus SARS-CoV2 (COVID-19) and Rochester, it seems, is doing a wonderful job hitting the “pause” button on daily life and helping to flatten the curve.

As physicians, nurse practitioners, nurses, and medical support persons, we support this decision and will be doing our part to help reduce spread of infection and decrease utilization of emergency room and urgent care services for skin related concerns. **Starting Monday, March 30th, 2020; we will be offering telemedicine secure virtual video appointments through our EMR (Modernizing Medicine)**, as well as a very limited number of medically indicated, in-office appointments. This week, our **MD** and **NP** providers are learning the new system, which we anticipate, will be an excellent interim solution for your skin related concerns. Patients with scheduled appointments will receive a phone call and specific instructions.

In-office appointments will be scheduled. We will perform screening phone calls, and kindly request *patients wait in their vehicle* prior to being brought directly back to an exam room. Enhanced cleaning protocols are in place and all social distancing recommendations will be followed. We thank you in advance for your understanding.

For real-time updates follow our social media accounts @DermRochester, @TatErase (instagram) and facebook.com/DermRochester - You can also visit our website www.DermRochester.com and [COVID-19 blog](#).

Have questions? Don't hesitate to reach out to info@dermrochester.com

Be Well,

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



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Clinical, Telemedicine and Phone Hours (03.30.2020 until 05.01.2020):

- **Dermatology Associates of Rochester (DAR)**
 - Existing and New Patients (**already scheduled**)
 - Will receive detailed instructions for telemedicine vs. in-office vs. reschedule
 - Existing and New Patients (**looking to schedule**)
 - Please call 585.272.0700 during the phone times listed below or email info@dermrochester.com
- **DAR Center for Aesthetics and Anti-Aging** patient *consults will be scheduled and take place digitally* with our cosmetic care coordinator. We are going to **waive** the normal \$75 consult fee; consults will be **free**.
 - To schedule on of these free virtual cosmetic consultations please call 585.272.0700 during the phone times listed below, or email info@dermrochester.com
- **Skin Search will be scheduling their patients** in a **limited capacity** to insure delivery of necessary medication and to ensure trial protocols are not deviated from, until they receive notice otherwise from the FDA or Pharmaceutical Sponsor.
- ALL Center for Aesthetics and Anti-Aging *treatments* (botox, filler, etc) will be rescheduled
- ALL DermaSpa clients will be rescheduled

Dermatology Associates of Rochester Hours (03.25.2020 05.01.2020):

- Monday
 - Phones: 8:00 am to 4:00 pm
 - Telemedicine Virtual Appointments: 8:00 am to 5:00 pm
- Tuesday
 - Phones: 8:00 am to 4:00 pm
 - Telemedicine: 8:00 am to 5:00 pm
 - In-Office Appointments: 8:00 am to 5:00 pm
- Wednesday
 - Phones: 8:00 am to 4:00 pm (phones)
 - Telemedicine: 8:00 am to 5:00 pm
- Thursday
 - Phones: 8:00 am to 4:00 pm
 - Telemedicine: 8:00 am to 5:00 pm
 - In-Office Appointments: 8:00 am to 5:00 pm
- Friday
 - Phones: 8:00 am to 4:00 pm
 - Telemedicine: 8:00 am to 5:00 pm



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Scheduling inquiries and Medication refill requests should ideally take place by email info@DermRochester.com or phone call to **585.272.0700**. We will be handling these matters in as timely a fashion as possible.

On-Call Provider Phone Number **FOR PATIENT CARE MATTERS ONLY**. We will **not be taking med refill requests or rescheduling patients** who call this number. 585.750.4795

Skin Search Clinical Care Hours (03.25.2020 until further notice):
By appointment only; you will receive a call to schedule

TELEMEDICINE:

ESTABLISHED & NEW PATIENTS:

- IF YOU ALREADY HAVE AN APPOINTMENT SCHEDULED:
 - Our team will be calling to confirm or reschedule your appointment
 - If your condition can be seen via video; they will provide instructions for how to proceed; instructions for using the patient portal for secure video telemedicine are available on our website [here](#).
- IF YOU WOULD LIKE TO SCHEDULE AN APPOINTMENT:
 - Email info@dermrochester.com or
 - Call 585.272.0700 during the available phone hours listed above

FREQUENTLY ASKED QUESTIONS (FAQs):

Q: *Will my insurance cover this telemedicine encounter?*

A: MOST LIKELY YES;

- Excellus (BC/BS) & MVP have agreed to cover video-based telemedicine encounters.
- UNITED & Medicare have also agreed to cover video-based telemedicine encounters; however there may be a co-pay and/or shared patient responsibility. Please check with your carrier if you have questions.

Q: *Is there a co-pay for telemedicine?*

A: **We will not be collecting a co-pay up front.** Some insurances may require their members to pay a co-pay as part of the encounter; if you have questions, check with your carrier

Q: *If I need to be seen in-office, how does this work?*

A: Our providers will determine using video-based telemedicine if you need an in-office visit, which would then be scheduled ASAP based on our updated protocols.

Q: *What is going to be expected of me?*

A: Our clinical team (nurses/medical assistants) and providers will ask you questions, as if you were in the office, and they may ask you to either show them via video, or take pictures of any concerning areas/lesions (to be sent securely and included in your electronic record).



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Q: *Is telemedicine HIPAA compliant/secure?*

A: We are using a secure, HIPAA compliant platform, for video and audio based telemedicine encounters for the duration of the COVID-19 Pandemic. As a back-up, should any issues arise, we can use ZOOM which has been approved for use.

Q: *How can I help in the process?*

A: Go onto our website: DermRochester.com and download the Video Telemedicine instructions and check your equipment ahead of your encounter to make sure your technology works appropriately. Also, visit the [PATIENT PORTAL](#) and access your online chart to FILL IN CLIPBOARD data that our clinical team will confirm the day of your appointment.

BIOLOGIC AND IMMUNOSUPPRESSION QUESTIONS:

Please note: We are NOT screening for coronavirus COVID-19; nor do we have the ability to order testing.

The following is a summary of the recommendations by the American Academy of Dermatology (AAD), the American College of Rheumatology (ACR), and the American Academy of Asthma, Allergy, and Immunology (AAAAI).

Statement from AAD:

"Patients on biologics: Should I continue treatment?"

With COVID-19 having the biggest impact on older patients and those with suppressed immune systems, you may wonder if continuing biologic treatment is a good idea. In a soon-to-be-published letter to the editor in *JAAD* evaluating this question, the authors concluded, We do not know if biologic therapies render patients more susceptible to coronavirus, but we know that in a pre-coronavirus era, respiratory infection rates were comparable to placebo. Conversely, discontinuation of some biologics can result in loss of response when treatments are reintroduced or even result in the formation of antibodies to the discontinued biologic. All of these factors must be considered when advising patients about continuing or discontinuing biologic therapies.

Our Summary:

- If you are on an immunosuppressive, immune-modulatory or biologic therapy, do not discontinue your therapy in the ABSENCE of any illness/infection.
- It is strongly encouraged that you observe SOCIAL DISTANCING recommendations by the [CDC](#) as well as HAND HYGIENE and other BEST PRACTICES to minimize the risk of infection.
- Should you develop any symptoms of infection, you should at that time notify your provider for further instructions, which will likely include discontinuation of therapy as would be indicated for any infection.
- If you have contact with someone diagnosed with COVID-19 or exposure to a person with COVID-19, please contact the provider on-call to discuss further recommendations.



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OFFICE CLEANLINESS MEASURES:

- At check-in, we will ask about your current state of health, recent travel outside of Rochester, and check your temperature (effective 3.17.2020)
- We will not be offering seating in the waiting room unless absolutely necessary; patients will be brought directly from their mode of transportation to an exam room.
- We use medical/hospital grade cleaning products that have been approved by academic institutions and demonstrated effective against the majority of infectious pathogens including COVID-19.
- 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.

Summary:

We thank you so much for your understanding and patience as we seek to navigate all of the updated recommendations in real-time. 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