

COVID-19 PRACTICE UPDATES | Last modified 2020.08.18

Coastal Bend Pain Management continues to make our patients' health and safety our number one priority.

If you are having any of the COVID-19 symptoms listed below, we ask for you **NOT** to come to the practice, but please contact our office and inform us of ANY of the following:

- If you have been around anyone who has been exposed to COVID-19 or is waiting for results from a COVID-19 test
- If you have traveled in the last two (2) weeks
- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Headache
- Repeated shaking with chills
- Muscle pain
- Sore throat
- New loss of taste or smell

This time is stressful on everyone, including our patients and our team-members. Please be patient and understanding to the new policies we are implementing during this time.

Telemedicine-Visits for medications will continue to be utilized at Coastal Bend Pain Management until September 12th, 2020, unless extended by Governor Abbott's Order. Dr. Tschickardt has elected to enforce the one month follow up for all patients receiving prescriptions, according to his prescription policy, during the covered time.

- Patients needing medications will have a tele-med visit, via phone or video for all medication refills.
- Providers will select patients for in office visits in-between tele-med visits.
- **PATIENTS ONLY, NO VISITORS ALLOWED.** Drivers are welcome to wait in their cars.
- An assistant from the practice will call to schedule, collect monies and triage your appointment ahead of your visits. This will be true for all appointment types.
- Due to restrictions for in office visits, your appointment time and date may have changed. If your new appointment is not convenient, please call the office and we will be happy to assist you.

We are happy to announce we have begun selecting a small portion of our procedures to be scheduled. Again, we are attempting to accommodate our procedure patients, our team-members and new guidelines.

PLEASE be patience as we work through our new normal routine and schedule your procedure safely. If we are unable to answer your call, **please** leave a message and we will call you back as soon as possible.

- Our office will call to set up your procedure appointment and collect your out-of-pocket estimate.
- Upon confirming you will be asked COVID-19 questions.
- If you are receiving sedation, you will not be allowed to eat or drink 8 hours prior to your procedure.
- Visitors and Drivers will NOT be allowed in the practice until further notice. **ONLY PATIENTS WILL BE ALLOWED IN OFFICE.**

In attempt to keep up with the many changes that have occurred due to the COVID-19 Epidemic, our practice has been reviewing and making practice changes on a daily basis. Some of the links below may assist you in learning more about

these changes:

Office of the Texas Governor | Greg Abbott [State Orders]

(<https://gov.texas.gov/news/post/governor-abbott-announces-phase-one-to-open-texas-establishes-statewide-minimum-standard-health-protocols>)

Centers of Disease Control and Prevention [CDC]

(<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>)

United States Drug Enforcement Administration [DEA] (<https://www.deadiversion.usdoj.gov/coronavirus.html>)

and the Texas Medical Board [TMB]

(<http://www.tmb.state.tx.us/dl/7D3A48DF-0865-B252-79FB-CC0FF804C9DD> &
<http://www.tmb.state.tx.us/page/coronavirus>)