

COVID-19 Information and Telemed Procedures
Cleveland Head and Neck Clinic

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Coronavirus Disease 2019 (COVID-19) is a new respiratory disease that has spread around the world. Information and events regarding COVID-19 is changing daily. The providers and staff of Cleveland Head and Neck Clinic are dedicated to providing care to our patients with policies to keep patients and staff safe. We are working closely with the Tennessee Department of Health, Centers for Disease Control, and the American Academy of Otolaryngology and Head and Neck Surgery to monitor the latest developments and recommendations.

In order to protect the health of those we serve, we are asking patients to limit the number of persons accompanying them to clinic visits and to call us from the parking lot when you arrive so that we can screen you there and call you when it is your time to be seen. If you have any symptoms of illness, please call and reschedule your appointment.

To minimize patient exposure to COVID-19, Medicare and most insurance companies are allowing us to use Telemedicine or TeleHealth. Further instructions for this can be found below.

What Are the Symptoms of COVID-19?

Symptoms are similar to the flu and may appear two to 14 days after Exposure, including:

Fever - 99.6 or over
Cough
Shortness of breath
Chills/Repeated shaking chills
Loss of taste or smell (may be the only symptom)
Headache
Muscle pain
Sore throat

What Can I DO to Prevent Exposure to COVID-19?

To help prevent exposure to COVID-19, CDC recommends that you:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay at home when you are sick.

- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after.
- Hands can also be cleaned between contacts with Alcohol gel or hand rinse (at least 60% Ethyl alcohol).
- Wear a mask when you go into any public place

What Should I Do If I Have Symptoms of COVID-19?

If you have symptoms stay home and contact your primary care provider for guidance.

Your healthcare professional will work with your state's public health department and CDC to determine if you need to be tested for COVID-19. Read more recommendations about what to do if you think you may be sick with COVID-19 here:

<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

<https://www.entnet.org/content/aao-hns-anosmia-hyposmia-and-dysgeusia-symptoms-coronavirus-disease>

<https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>

Cleveland Head and Neck Clinic Telemed

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Due to the recent COVID-19 pandemic, our office is now offering two convenient telemedicine options to continue your care during these difficult times. In order to utilize telemedicine you must have internet access with a device that is equipped with a camera. When you call our office to schedule your appointment you may choose from the following options:

Option 1: TeleMedicine Appointment that is scheduled through our electronic medical record system. If you choose this route you will need to provide us with a valid email address. When you schedule your appointment you will receive an email with a link. At the time of your appointment you will then click on that link to access your face to face appointment with your provider.

Option 2: Jitsi Meet App (Free) or Jitsi.org. Please give our office a call and let us know that you would like to schedule a Jitsi appointment. We will provide you with a code at that time to enter into a field that says start a call. At the time of your appointment your provider will enter the same code to access your face to face appointment. It's that simple. Patients and providers have preferred this method over option 1 due to the simplicity of it.

Option 3: Although Telemed with use of video is preferred, if you do not have internet or device capability then an appointment for telephone only evaluation can be scheduled.

We welcome you to contact our office with any questions or concerns and know that as part of this community we are in this together.

Please follow the recommendations of the CDC and help prevent the spread of this disease.

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>