

What Longs Peak Family Practice and Sports Medicine is doing to help everyone during the COVID-19 outbreak



This is a challenging and confusing time, and we are here to help guide and support you. We will do our best to keep our healthy patients healthy, and to get our sick patients the care they need.

We are here for you and we need your help too!

We know it may feel overwhelming to try to keep up with all the varying guidelines right now, and what you are seeing on TV may not be accurate. **Remember that the recommendations for social distancing and self-quarantine are our best defense right now.** Our goal is to try to decrease transmission of CoVid-19 by limiting contact. Although it is true that most healthy people are at low risk for complications for a CoVid-19 infection, the most vulnerable members of our society are dependent on the good decisions of everyone else. Thank you for acting in solidarity to protect them!

We are constantly updating our response to the pandemic based on the latest recommendations from the CDC, the CDPHE, the WHO, local hospitals, and other organizations who coordinate the health care response.

For each and every patient, we use the universal precautions guidelines recommended by the Occupational Health and Safety Administration (OSHA), the World Health Organization (WHO), and the Center for Disease Control and Prevention (CDC). Each one of us is our own best defense against this virus.

We are currently open. If we have to close our office to in-person visits due to COVID-19 threat we will still be available to help you during (and after office hours)



- We will send a practice-wide email if we close to in-person appointments
- We encourage you to reach out to us to schedule Telehealth visits (all you need is your mobile phone) for most of the same reasons you would normally set up an appointment (acute problems, med checks, chronic disease, injuries, infections, etc.)
- We are trying to keep our patients out of emergency departments and urgent cares (injuries, lacerations, most acute and chronic problems)



Click on the Telehealth button at www.longspeakfamilypractice.com, email us at lpfp@myupdox.com, or call to schedule a Telehealth Visit if you are concerned about coming in.

We are still here for you!

- We have a “Virtual Front Desk” team available from 8-4 M-F and Sat 9-12 to address emails and voice messages as we receive them, and we will have enough staff available to meet evolving needs.
- Please page the physician on call if you have same-day needs after 4 pm if the office-closes to in-person visits. Requests for Telehealth visits coming in after 4 pm M-F will be handled the following morning.
- We have our full team of providers scheduling Telehealth Visits during their normal office hours and after hours as needed (page after hours b/c Virtual Front Desk shut down)

You will be contacted by our staff about an appointment in this order:

- Phone Call
- Email and Text Message (simultaneous)

*Please respond ASAP



Instructions if we close the office to in-person visits:

- Click on the Telehealth button at www.longspeakfamilypractice.com, email us at lfp@myupdox.com, or call to schedule a Telehealth Visit if you are concerned about coming in. We are still here for you! (use template below for info we need from you)
- You can also call Longs Peak Family Practice at 303-772-5578 and our message will highlight both options above.

Please provide the following information for email or phone messages so we can help you.

1. **Urgency of Telehealth visit requested (specify one)**
 - a. As soon as possible (in order we receive)
 - b. Same day (can wait few hours)
 - c. Not same day (routine visits, med checks, etc)
2. **Reason:**
3. **Symptoms/Concerns and how long:**
4. **Mobile phone number for call back (need to telehealth):**
5. **Backup home phone (if available):**
6. **What do you wish to use for your Telehealth visit (need camera on device):**
 - a. mobile phone
 - b. computer or tablets (needs email capability and camera to connect)
7. **Preferred Provider (we will try to accommodate):**



[Schedule a Telehealth Appointment](#)



We are taking extra precautions during the pandemic involving Coronavirus (COVID-19), which include:

If you have any upper or lower respiratory cold symptoms, you have recently visited a high-risk area or if you have a known exposure to coronavirus (COVID-19) please call and notify us before making an appointment or coming to the office. We may schedule you for a telehealth visit if you have been exposed or have any cold symptoms - to keep everyone safe.

- Addressing all colds and respiratory infections using virtual telehealth visits to eliminate presence in the office until coronavirus threat passes.
- When feasible, we suggest that you wait for appointments in your car (increases social distancing): call the office when you arrive in the parking lot and we will check you in, then our Medical Assistants will call you when it is time to come in for your appointment and take you directly to a clean exam room.
- To avoid unnecessary exposure for everyone, please limit office visits to patients only (do not bring other adults, children, etc.) except for children and older/disabled adults that may need assistance.
- Offering Mon-Sat, Telehealth visits with providers for MOST NEEDS if you cannot or do not want to come into the office during this challenging time.
- Careful sanitizing procedures for all areas in the office from waiting room to exam room, multiple times daily.
- Our teammates will respect your space and will warmly greet you without a handshake. We will allow for adequate space between our team and patients (3-6 feet) during in-person interactions.
- Our teammates are dedicated to hand washing between personal interactions and as many times as possible throughout the day. We encourage our patients to join us with frequent hand washing and the use of hand sanitizers.
- Not allowing any sick or potentially exposed employees to come to work and supporting them with paid sick leave per our policies.



**You think you or a loved one may have Coronavirus (COVID-19)?
Take these steps:**

1. Start with a virtual telehealth visit by calling us to schedule. Our Provider-Medical Assistant teams are addressing every call on a same -day, individual basis.
2. **Call ahead if you have any cold or infection symptoms** before going in person to Longs Peak Family Practice.
3. **Don't go to your local emergency department for COVID-19 testing.** The emergency department is only for those who need the most critical care.*
4. Until further notice, routine testing for coronavirus is **NOT** available for anyone who is not severely ill (needing a hospital). Testing supplies, labs, personnel, and things like personal protective equipment are minimal nationwide and many systems are running out altogether. We do not see this changing in the near future.
5. Since we lack testing capability, we need to make decisions without testing. For now, it is safest to assume any possible cold symptoms could be coronavirus. Please pay attention to the following:
 - severe coronavirus infections usually have a peak fever between day 4 and 7 with shortness of breath, respiratory distress and pneumonia - go immediately to the emergency department if you develop any problems breathing, especially associated with severe cough and fever
 - realize the difference between self-isolation and quarantine:
 - **SELF-ISOLATION** is for *people who are ill* with infection symptoms. They should isolate at home (similar to quarantine) for a minimum of 7 days PLUS no fever for 72 hours AND improving symptoms. Once these criteria are satisfied, affected people may start to venture back out, with social distancing and other potential mandated precautions
 - **QUARANTINE** is for *well people* who have traveled to a high-risk area or have a known exposure. It is recommended that people quarantine at home for 14 days because most coronavirus symptoms occur within that timeframe.

* If you have chest pain, shortness of breath, a severe headache or other potentially life-threatening problems, go to the nearest emergency department or call 911.

We have applied the following office changes until the threat of coronavirus spread becomes less:

**Office Hours: M-F 8-5 (overbook when needed)
Sat 9-12 or until patients stop calling for appointments**

Providers:

- We have moved to a 3 team rotation to minimize infection exposure for all healthcare personnel and patients.
- 2 providers will be working full-time in office during office hours
- All providers will have telehealth office visits on most days, aside from the day they normally have off, working remotely.
- In-person visits will be addressed by providers working in the office but you can still access your regular provider anytime by scheduling a telehealth appointment.
- 3 provider – employee teams will rotate in and out of the office every 2 weeks, allowing a 14 day quarantine between shifts for the health and safety of all, and also allowing any employee or provider who becomes ill to fully recover before returning to work.
- We encourage everyone to call and schedule appointments for any needs they have. *We need you as much as you need us!* We are maintaining full staff and daily availability to serve you.
- Telehealth appointments will be treated and billed similarly to in-office appointments until this threat passes.
- We will do our best to address your needs the same day you call as much as we can. The earlier you call the better. Later day calls may be addressed the following day during office hours.
- As always, we have a provider on call 24 hours per day, so call after hours if you need to with emergent issues.

Stay well. We will get through this together. We are here for you.

Providers and Staff at your Longs Peak Family Practice/Family



SAFE & HEALTHY



Colorado Health Department communications and updates addressing coronavirus



CDC guidance on coronavirus



World Health Organization (WHO) advice about coronavirus