

## **COVID-19 Frequently Asked Questions for Patients**

May 14, 2020 : 3 p.m. MT

**Q: What should I do with my prescriptions? Do need to get a longer refill quantity? A:**

For many prescriptions, we can write a 90-day prescription refill. We recommend allowing extra time for our office to process the extended refill request.

**Q: Should I still go to dialysis? A:** Yes. It is critical that you continue to attend your dialysis treatments. Please reach out to your dialysis center for more information about your specific center's directions on COVID-19.

**Q: Should I come to my scheduled appointment? A:** While telehealth appointments are still available, we are also open for in-person visits. Please call the office for more details. If you would like to learn more about our telehealth options and locate patient consent forms, please [click here](#).

If you have an in-person appointment scheduled, we will call you the day before your scheduled appointment to determine if you have been exposed to any of the existing risk-factors for COVID-19. Risk-factors include whether you or someone in your household has recently traveled to high-risk countries or regions or has been on a cruise ship. Additionally, we will screen to see if you or anyone you have come in contact with is experiencing any COVID-19 symptoms such as fever, cough or shortness of breath. If you do not have the risk-factors listed above, you may show up for your appointment as normal.

Each individual (patients and care partners) arriving for appointments will be asked to wear a mask and will have his or her temperature taken upon entering the clinic. Clinic staff will be wearing gloves, gowns, and face masks and shields.

As a reminder, during this time you are able to bring only one care partner with you to your appointment. However, we encourage your care partner to drop you off for the appointment and pick you up after the appointment is over—this means the care partner would not attend the appointment with you.

As a reminder, telehealth appointments are available as an option.

**PLEASE DO NOT VISIT THE OFFICE IF YOU HAVE ANY OF THE RISK-FACTORS ASSOCIATED WITH COVID-19.**

**Several outpatient labs are closing, only performing stat labs or minimizing routine**

**orders for labs:** **Q: I am high risk, how do I get my labs done?**

**A:** Please review the testing request with your physician. If the test is not urgent, you may be asked to delay. If your tests are unable to be delayed, we will work with the labs

to ensure your tests are able to be completed. If your lab is closed, please call the clinic to discuss your options.

**Q: I am concerned about leaving home, should I forego my labs?** **A:** Getting your labs completed as ordered by your physician is part of your medical care and helps to keep you healthy. As mentioned above, you can discuss with your physician the level of urgency regarding your specific lab tests and may be able to delay non-urgent labs at your physician's direction.

**Q: I am due for labs in a month, should I get them done now?** **A:** No. In order for the results to be meaningful to your physicians, it is important to have the tests performed at the interval determine by your doctor. This allows us to track trends in your results.

**Q: Do I still need to complete the imaging testing my physician ordered?** **A:** Similar to lab testing, please review the imaging testing request with your physician. If the test is not urgent, you may be asked to delay. If your tests are unable to be delayed, we will work with the imaging center to ensure your tests are able to be completed. Similar to labs, if your imaging center is closed, please call your clinic to discuss options.

**Q: Should I proceed with my transplant evaluation as scheduled?** **A:** Yes. There are many steps in the transplant evaluation process and it is important to continue in that process as planned. You might consider calling ahead to confirm all meetings or seeing whether the transplant department is offering telehealth appointments.