



Here at Asheville Urological Associates, we have always taken patient health and safety seriously.

During the current COVID-19 pandemic we have closely monitored the situation and reviewed all relative guidance from various health agencies.

Following that guidance, we have established a safe check-in/check-out processes and patient movement procedures. We have done all of this to provide you with the highest level of safety when you visit the office.

Protocols we have in place for COVID-19:

All patients are required to wear a mask, one will be provided if needed. Patients are encouraged to bring a mask. If a patient refuses to wear a mask they will be asked to reschedule. Our mask policy aligns with the Buncombe County policy and most current CDC guidelines.

All staff and providers will be wearing masks while engaged in patient care.

All patients are being screened at the front foyer during check-in before entering the waiting room. The screening process consisting of a series of questions

1. Have you had a fever within the past 24 hours over 100 degrees?
2. Have you traveled outside the state within the past 14 days?
3. Do you have any mild/severe respiratory symptoms?
4. Have you experienced a cough or shortness of breath?
5. Have you lost your taste or smell?

Our waiting room is divided into sections labeled A, B, C and D. When patients enter the waiting room they will be assigned a section for seating; all chairs are 6 feet apart. The waiting room capacity is 7 people or less. Due to this, when patients first check-in it is likely they will be asked to wait in their cars. We will provide a **pager** to notify patients when there is space in the waiting room.

Any necessary paperwork will be provided after screening and we ask patients complete in their car. Once completed, paperwork can delivered to the entrance foyer.

We are allowing only **one patient back** for the visit (no spouse or companions are allowed) unless the patient is disabled and needs assistance.

- For the spouses/companions that want to be a part of the visit we are offering to do facetime or speakerphone in the room with the patient's phone. If the patient does not have a phone, we will provide one.

Check In/Check Out: stickers have been placed on the floor 6 feet apart allowing proper distancing.

Other measures:

- All staff and providers are being screened when entering the building.
- Plexiglass barriers installed in appropriate locations.
- Sanitary measures- Sanitation has always been held to a high standard at AUA; however, we have drastically increased our measures.
 - Bathrooms are being cleaned/wiped down often
 - Clinical rooms are being wiped down in between patients with a focus on "touch" areas
 - Pens are being wiped down between uses along with clipboards.
- These are just a handful of the measures we are undertaking.

We look forward to seeing you at Asheville Urological Associates. We promise to provide you a safe environment to get world-class urologic care by following all the safety measures we discussed.

A Division of RTA of WNC

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