

THIS PAGE WILL BE UPDATED REGULARLY AS NEW INFORMATION IS AVAILABLE.

At Columbia Orthopaedic Group, there is nothing more important than the health and well-being of our patients, employees and community. During this time of uncertainty as coronavirus impacts our daily lives, we want to assure you that we remain committed to providing the high quality and compassionate care you have come to expect from your caregivers at Columbia Orthopaedic Group. We are here for you.

We know you have questions and we hope the following will answer your questions as well as provide peace of mind. These Q&As will be updated regularly as the situation changes and new questions surface.

If you have a question that is not answered below, please do not hesitate to call us at (573) 443-2402.

Q: IS COLUMBIA ORTHOPAEDIC GROUP OPEN AND SEEING PATIENTS?

A: Yes, we are open. Your musculoskeletal health and fitness is of utmost importance to us. It is as important to us as it is to you to continue leading a healthy and an active lifestyle.

Q: IS IT SAFE FOR ME TO KEEP MY APPOINTMENT? WHAT IS COLUMBIA ORTHOPAEDIC GROUP DOING TO HELP?

A: In accordance with CDC guidelines, Columbia Orthopaedic Group is following best practices to provide you and our employees with a safe environment.

- Increased cleaning our offices, waiting and exam rooms. We will be paying close attention to areas that are touched frequently, such as doorknobs.
- Making hand sanitizer stations available.
- We are following strict hand washing protocols for all employees.
- Preemptive patient screening before you arrive at our building is vital. If someone has a temperature of 100.0°F or 38°C or higher (*CDC guidelines), he or she will be asked to reschedule.
- Providing patients with options to wait in cars rather than in our lobby areas
- Any Columbia Orthopaedic Group providers or team members who meet any of the CDC exposure guidelines above will be required to follow the CDC guidelines for testing and quarantine.
- As appropriate, Columbia Orthopaedic Group has made arrangements for non-clinic staff to work from home as our way to help limit exposure and slow the spread of the virus.
- We are limiting travel and face-to-face meetings for all employees.

Q: I'M NOT FEELING WELL. SHOULD I STILL COME FOR MY APPOINTMENT?

A: If you're not feeling well, we strongly encourage you to reschedule your appointment. However, if your orthopaedic situation is urgent, please call us in advance so we may be prepared. For non-urgent appointments, rescheduling plays a significant role in helping to slow the spread of any virus whether it is Coronavirus or the flu. Most important, if you reschedule, you WILL NOT be charged a missed visit

fee.

Q: IS IT OKAY TO BRING SOMEONE WITH ME TO MY APPOINTMENT?

A: To keep everyone safe and protected, we are working to minimize the number of people coming into our clinics and operatories. We are asking for your help by only bringing one person with you to your appointment or surgical visit, if possible.

Q: MY PRIMARY CARE DOCTOR CONSIDERS ME TO BE HIGH-RISK PATIENT, BUT I DON'T FEEL SICK. SHOULD I RESCHEDULE?

A: First and most important, if your orthopaedic situation is urgent, please call us in advance so we may prepare and provide the appropriate guidance. Your well-being is our priority. However, the CDC recommends rescheduling your appointment if you meet one of the following criteria:

- You have symptoms of COVID-19 (fever, cough, or shortness of breath) or have been in close contact with someone who has symptoms
- You know you have been exposed to COVID-19 or have been in close contact with someone who has been exposed
- You have recently traveled to China, South Korea, Japan, Iran, Italy or any country in Europe including Britain, Ireland and Scotland or have been in close contact with someone who has traveled there
- You have recently traveled to New York, California or Washington
- **You are a high-risk patient*** (*defined by CDC as older adults - 60 years or older - or if you have chronic medical conditions like heart disease, diabetes or lung disease)

Please reschedule your appointment and remember, you WILL NOT be charged a missed visit fee.

Q: HOW WILL I KNOW IF THERE IS A CHANGE TO MY CARE SCHEDULE - CONSULTATION APPOINTMENT, SURGERY, FOLLOW-UP OR PHYSICAL THERAPY?

A: First, you are always welcome to call us with any questions about your care or care schedule. But, rest assured we will be proactive in all communications related to your care.

Q: WHERE CAN I GET UPDATED INFORMATION FROM COLUMBIA ORTHOPAEDIC GROUP?

A: We are offering several sources for updated information.

- This Q&A page will continue to be updated regularly.
- Follow us on your favorite social media channel - Facebook, Instagram and Twitter for updates

Q: ARE THERE THINGS I SHOULD BE DOING THAT COULD BE HELPFUL DURING THIS TIME?

A: If you have health concerns beyond orthopedic care, we strongly suggest you talk with your primary care provider. We continue to encourage our patients, employees, friends and family to practice safe and simple behaviors being recommended by the CDC (www.cdc.gov/COVID19) and WHO (<https://www.who.int/>).

- Wash your hands (two "Happy Birthday" verses)
- Avoid placing your hands on your face, mouth, nose or eyes

- If soap and water are not readily available use an alcohol-based hand sanitizer with at least 60% alcohol
- Cover your coughs and sneezes with a tissue and throw the tissue in the trash
- Clean and disinfect frequently touched surfaces and objects
- Avoid close contact with people who are sick
- Limit your exposure to large crowds