

Dear Valued Patients

River Cities Interventional Pain Specialists' top priority is ensuring the safety of those we serve, as well as our own employees.

RCIPS has taken the necessary precautions to ensure the health and safety of our patients, staff and community from Novel Coronavirus (COVID-19). We have a team that is frequently reviewing updates from the CDC as well as communicating with other health facilities to address the growing concern of COVID-19.

In light of the recent Coronavirus (COVID-19) outbreak, we kindly request:

- If you or a household contact (child, spouse, relative who lives with you) are experiencing mild cold or flu-like symptoms such as fatigue, runny nose, and cough, to please remain home and refrain from visiting our office as a precaution to prevent further transmission to others. Please call (318) 524-7163 and leave a message with your name, date of birth, phone number stating you are cancelling your scheduled appointment due to symptoms. If you will need a bridge for prescriptions those details will be needed as well. Someone will call you within 48 hours regarding the bridge.
- If you are experiencing more severe flu-like symptoms such as high fever (>101 degrees) in addition to symptoms of respiratory illness (cough, shortness of breath), and/or have been in close contact with a person known to have COVID-19, or have recently traveled to an area with ongoing spread, we ask you to reschedule your appointment with our office and recommend you CALL your primary care physician for instructions before traveling to their office.
- All patients coming to the clinic for appointments are asked to complete paperwork in the patient portal BEFORE coming to the office to reduce time in the waiting room. *If you do not have a portal account established, message us at contact@rivercities.net and we will send instructions how to do this.*
- To reduce the number of persons in our waiting room, unless the caregiver is necessary to attend, we ask that only the patient come in for their visit.

Please know:

- We routinely clean rooms with industrial strength disinfecting wipes between every patient and practice hand washing/sanitizing according to CDC guidelines for healthcare settings, and we will add wiping down office door handles and waiting room hourly.
- We are also educating our staff on COVID-19 symptoms and preventative measures.

Our goal is always to keep our entire community healthy and informed. To protect yourself and others, please continue to use best hygienic practices such as regular & thorough hand-washing and cover your face when you cough or sneeze.

If you have questions about coronavirus, please contact the Louisiana 211 Network by dialing dial 211. Or, you can text the keyword LACOVID to 898-211 for the most current information)on about the outbreak as it becomes available as well as visit the website <http://ldh.la.gov/Coronavirus/>

As the information and updates are constantly changing, we promise to keep you up to date if these protocols do change.

Best wishes

Your Care Team at
River Cities Interventional Pain Specialists