



Alabama Internal Medicine, PC

*****COVID-19 Updates*****

Updated 3/31/2020

Alabama Internal Medicine, PC is concerned about your health as well as the health of our providers and staff. To that end, we continue daily monitoring of the COVID-19 situation in our community and beyond. Since the beginning of the COVID-19 pandemic, we have monitored developments continuously and have implemented various processes, procedures and practices to insure, to the best of our ability, to maintain a healthy and safe environment for our patients, providers and staff. These processes have evolved as best practices continue to modify and adapt to the current situation. The following have processes and procedures are currently in place:

- 1) Alabama Internal Medicine remains open to take care of our patients. We currently are still open normal business hours. M-Th 8-5, F 8-12 (closed 12-1 daily for lunch).
- 2) We are screening all patients and visitors utilizing current guidelines from the Centers for Disease Control (CDC) for symptoms/risk for COVID-19.
- 3) We are offering TeleHealth virtual visits to our patients for routine follow-up, Annual Wellness screening and minor illness treatment. TeleHealth has been encouraged by a number of insurance carriers and offers us the opportunity to provide continuity in the care of our patients via technology, reducing the need for patients to get out of their homes to receive medical care that they need.
- 4) We discourage visitors in our office at this time and ask that only patients enter our office. Visitors are encouraged to wait in their vehicles.
- 5) For patients being seen in the office, we offer **REMOTE CHECK-IN**. Upon arrival in our parking lot, patients may “check-in” remotely by dialing

205.829.1167. Our staff will assist you in verifying your current information and make our medical staff aware of your arrival. We will telephone you when your exam room is ready, at which time you may meet our staff member at our office door and be escorted directly to your exam room.

- 6) We are currently NOT ACCEPTING in office cash or checks for payment of copays and balances. We prefer credit or debit cards for in office transactions. Our office staff will ask you to hold your card where we can collect necessary information for processing your payment transaction.
- 7) We ask all patients to thoroughly wash their hands with soap and water prior to entering our office. Medical staff may ask you to wash your hands in the clinic area prior to being seen by your provider.
- 8) Please do not be alarmed if members of our staff are wearing masks, gloves and/or other protective equipment. This is for your safety as well as the safety of our providers and staff. Please feel free to ask questions if you have concerns.
- 9) We are strongly encouraging utilization of **TeleHealth** services for the majority of our interactions with patients until the COVID-19 situation is over. We appreciate your understanding and cooperation.

For additional information concerning the COVID-19 status, you may refer to additional resources and links posted on our COVID-19 page.