

# TEXAS ★ ENDOSCOPY WEST

6405 W Parker #370, Plano Texas 75093

[texasendo.com](http://texasendo.com)

## Visiting Texas Endoscopy: A COVID-19 Update

At Texas Endoscopy there is no higher priority than your well-being and the broader health of our communities. We understand the fear and concern surrounding this outbreak, and we are committed to doing all we can to keep you and your family healthy and offer you peace of mind. Although you may have concerns about the coronavirus, we are here to keep you informed. We are closely monitoring the outbreak of novel coronavirus (COVID-19) and we are taking proactive steps to ensure your safety.

Our top priority, as always, is to deliver safe, high-quality care to you and all patients that we serve. We understand the value our facility provides as an important site of access for patients needing GI procedures, in a controlled and safe environment, and we appreciate the trust you have placed in us.

We are working with local and state health departments, and are following the Centers for Disease Control and Prevention (CDC) guidelines and recommendations. In our procedure rooms and across all patient care areas, we provide the highest level of cleaning and disinfecting by following guidelines from the CDC and the Association of Operating Room Nurse (AORN) and other professional societies. As we work together to keep patients, and our team safe, here's what you can expect from us:

### Prior to procedure

**One week prior (7 days):** to the date of your procedure you will receive communication from Texas Endoscopy. This is a required pre-screening with questions related to COVID-19. At this time **you will need to begin to self-monitor at home by taking your temperature two (2) times per day; monitoring for cough, shortness of breath, and difficulty breathing, flu-like symptoms or pneumonia.** Please call Texas Endoscopy at **469-361-9999** Monday through Friday 8:00am to 3:00pm, if you develop a fever or any of the other symptoms listed, please leave a detailed message if you get the nurses desk voice mail. If you should have these symptoms during a weekend period, please contact your GI physician's office.

**Three days prior:** to your procedure you will continue to monitor yourself at home as instructed above, and should stay away from anyone who has had recent travel, had flu-like symptoms, or has tested positive for coronavirus. Again, you will receive communication from Texas Endoscopy to complete your medical history, for any changes in your general health, and screening risk questions related to COVID-19.

*Again, if at any time prior to your procedure you develop a fever, Covid-19, or flu-like symptoms please call your doctor's office and notify Texas Endoscopy. On weekends notify your GI physician's office. **If you arrive ill to the facility we will not be able to perform you procedure.***

**Day of Procedure:** For the safety of our patients and their visitors, we ask that you remain in the car, until we screen you and we will provide you with a mask. Please note that building access is being limited to specific *entryways* to help improve social distancing. **Please park in the front of the building.** Once you arrive at Texas Endoscopy **please remain in your car.** Call the nurses desk and let them know you have arrived at Texas Endoscopy at **469-361-9999**. You will be greeted by a RN **at your vehicle; they will ask you screening questions again, about your general health and take your temperature as well as provide you with a mask which you will wear while you are at Texas Endoscopy.** This screening process is **mandatory** for every person entering the facility.

Upon completion of the screening process you will be escorted into the building to complete registration in Pre-op and begin your pre-procedure care by an RN.

# TEXAS ★ ENDOSCOPY WEST

6405 W Parker #370, Plano Texas 75093

[texasendo.com](http://texasendo.com)

For the utmost safety of all, all visitors are to remain in their cars or return home as visitors are prohibited to enter the Texas Endoscopy at this time. We will contact your family or ride as to your progress through our facility from Pre- op to the Procedure Room, and when you reach recovery. A RN will escort you to your vehicle, she will also provide your ride home with your instructions for discharge if you have provided Texas Endoscopy with HIPAA information that includes that person.

To learn more about coronavirus symptoms, visit [cdc.gov](http://cdc.gov)

## Frequently Asked Questions:

- **What is coronavirus?**

Novel coronavirus (COVID-19) is a respiratory (lung) illness. Flu-like symptoms are:

- a) Fever
- b) Cough
- c) Shortness of breath
- d) Difficulty breathing

- **How does coronavirus spread?**

- a) Coronavirus can be spread in several ways. Follow this link for [more information](#).

- **How can I prevent contracting or spreading the virus?**

- a) Wash your hands frequently with soap and water for at least 15 to 20 seconds, or use hand sanitizer.
- b) Avoid touching your eyes, nose or mouth with unclean hands.
- c) Stay away from people who are sick or have had recent travel
- d) Use a tissue to cover coughs and sneezes, then throw tissue away.
- e) Clean and disinfect frequently touched items and surfaces.
- f) Stay home when you are sick, except to receive medical care.

- **What do I do if I think I have coronavirus?**

- a) Call your doctor right away for advice and minimize contact with others.
- b) Stay home except to get medical care.
- c) If you have shortness of breath, call 911 immediately.
- d) Do not come to Texas Endoscopy without clearance from your physician.

- **Mask Options**

- a) You may purchase a mask from Walgreens, CVS, Wal-Mart or like retail stores
- b) You may wear a cloth mask (upon arrival we will exchange your cloth mask for a surgical mask)

Sincerely,

Texas Endoscopy Management

**Reminder: For your safety and for those in building on day of your procedure extra measures/precautions are being taken. When you arrive, please notify us you are here. During these times please expect delays. We ask for your patience in advance, as we prep for your arrival while keeping everyone safe, and meeting requirements and mandates.**