

Covid-19 Update - FULL STATEMENT

In order to alleviate the current emergency room burdens, Edward S. Kwak M.D. will remain open to provide urgent care treatments related to facial injuries and trauma. We are here to evaluate and treat acute injuries of the face related trauma or accidents in otherwise healthy individuals.

Common injuries we treat are facial lacerations (cuts), nasal injuries (broken nose concerns), and facial traumas.

If you need an appointment, please call our office at 212-229-1100 or visit our website to request an appointment www.eskmd.com. Virtual consultation are available.

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View the update section and Instagram content

Currently, we are limiting our appointments to individuals with acute needs or immediate post-operative concerns. All others patient will be rescheduled or offered a virtual consultation.

We are doing everything we can to ensure the health and safety of our patients and staff:

PRIOR TO YOUR VISIT:

All patients, visitors, and staff entering the office must be FEVER FREE and MAY NOT exhibit any coughing, sneezing, or flu like symptoms. Patient need to inform us their temperature by text prior to your visit at 212-203-6208. (If the temperature is not verified, one of our staff members will meet you outside prior to entering the office to confirm your temperature). If you have a temperature around 100.4 degrees F or 38 degrees C, you will be asked to follow up with your primary care provider or emergency room and you will be rescheduled.

All patients, visitors, and staff entering the office may do so only if they have NOT been in contact with any individual who has traveled internationally in the last 14 days.

All patients, visitors, and staff may only enter the office if they have NOT been in contact with anyone who has tested positive for COVID-19 AND/OR anyone who has been exposed to an individual who tested positive for COVID-19 in the last 14 days.

VISITORS: We request visitors or family members to wait outside the office in your car or alternate site. If necessary, only ONE visitor is allowed to accompany patients. Visitors will be asked to keep proper social distance and may be requested to register.

DURING YOUR VISIT:

Our reception area is beautiful, but unfortunately will now see minimal use. All patients will be immediately seated in a sanitized exam room upon check in. We are spacing out patient appointments drastically minimizing potential overlaps with the goal of reducing the number of individuals in our office at one time. If for some reason we might encounter an overlap or potential congestion in the office, we will do our best to notify patients as soon as possible to wait either in your car or alternate site. If you prefer to wait in your car or alternate site we can also notify you when an exam room is immediately available.

Upon entering, we request all who enter use hand sanitizer at the entrance.

Our practice is: Implementing best practices in our exam rooms in order to minimize exposure to respiratory pathogens for both practitioners and patients. In addition to our high level disinfection protocol and typical aseptic and hygiene standards, we are asking patients to adhere to recommended CDC and WHO standards for hand hygiene. This handout is available at our front desk, for your reference.

We are: • Wiping the office common area counters and door handles/knobs with disinfectant between each patient visit.

Wiping restroom counters, handles/knobs, and light switches with disinfectant between each patient visit.

We are asking the following of each patient: • Please wash or sanitize your hands according to CDC and WHO standards just prior to entering the exam room and do not handle your phone after hand washing.

We appreciate your diligence as hand hygiene is the first line of defense and is generally considered the single most important procedure for prevention.

Observe social distancing (6 feet). • Please refrain from hand shaking or other direct contact. • Hand sanitizer is available at the front desk area and we request all who enter to use it when entering. • The following is recommended in the event of coughing or sneezing: Please cough or sneeze into your elbow crease or into a tissue and dispose of the tissue immediately. Wash or sanitize your hands immediately following disposal of tissues. Have questions about coronavirus? Visit the Centers for Disease Control <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Thanks, as always, for your continued loyalty and understanding.

We look forward to seeing you again soon. Edward S. Kwak, MD and Staff