

## Important COVID-19 Update

We appreciate your understanding & help during these extraordinary and unprecedented times. We wish all of you safety and health. Thank you for trusting us with your care.

Here are some important updates from North Idaho Dermatology:

- North Idaho Dermatology is currently seeing patients at each of our clinic locations for essential/urgent skin problems and skin cancer surgeries.
- For many other non-urgent skin conditions like acne, we now offer Telehealth video visits with your medical provider through your phone or laptop. You can schedule online at <https://s.odoro.com/niderm/> or call 208-665-7546. Telehealth appointments will be billed to your insurance just like a regular office visit.
- There is a temporary hold on all Spa Services until the COVID-19 order is lifted.
- Our patients can still get their skin care products by calling the Spa line 208-292-5939. Free shipping is available for items purchased before May 1st.
- We are committed to taking all the necessary precautions to minimize the risk for our patients and staff.

Here are some examples:

- We've started mobile pre-check so patients can check-in at home allowing less time to be spent at the check-in counter.
- We are taking people's temperatures as they walk in our clinic door.
- After check-in, patients can return to their car if they want to avoid the waiting room and we will text them when their visit is ready.
- We have arranged chairs in our lobby to be spaced apart for social distancing.
- We have as many of our staff working from home as possible.
- Before arrival and upon arrival we screen all patients for COVID-19 symptoms and ask anyone to reschedule their appointment if they have any symptoms such as cough or fever.
- All of our providers are now offering Telehealth video visits to our patients for certain non-urgent dermatology concerns.
- Diligent cleaning is done throughout the day by staff and professional cleaners.
- We are striving to follow all the recommendations by the CDC, AAD, and the national and state governments.

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