

ALASKA ONCOLOGY COVID-19 ADVISORY

Hours of operation:

Monday – Friday | 8:30am – 4:30pm

At Alaska Oncology our highest priority is to keep all our patients and staff as safe as possible during the COVID-19 pandemic.

Masks are required to be worn while in the clinic.

After considering all of the available information about the coronavirus, we have developed the following plan of action for our valued patients, staff, and neighbors:

- We understand you will continue to need our services not only for urgent and emergent problems but also for your routine oncological needs that will continue during this pandemic.
- We ask that you trust our providers to assess your situation and determine whether you need to be seen in person, understanding that at this time any contact with others carries risk. As a result, we may need to ask you to allow us to do a visit by means of telemedicine video conference, when necessary.
- We have implemented through a secure online portal all necessary patient forms with electronic signature needed for a visit to ensure your safety and your personal information's security.
- If it is a medical necessity, you will be scheduled for an in-office visit. Our office is following and exceeding all recommended guidance from public health authorities, including best practices for hygiene, infection control, and medical professional team health. We are confident in our ability to provide the care you have come to expect and deserve from Alaska Oncology.

How is Alaska Oncology addressing COVID-19?

Additional precautions to normal sanitizing protocols:

- Participating in patient screening at the entrance of our locations for patient and staff safety.

- Limiting number of patients in lobby and ensuring proper social distancing by removing most lobby furniture.
- Having hand sanitizer, tissues, masks, and other items available for all patients.
- Thoroughly disinfecting between patients all exam rooms, restrooms, and other patient areas.
- Disinfecting at a much higher frequency rate: all light switches, door handles, desks, computers, phones, keyboards, sinks, toilets, faucets and countertops.
- Rescheduling and removing patients who have symptoms COVID-19, tested positive for COVID-19, are in contact with individuals who have COVID-19 symptoms or positive diagnosis, or have travelled in the past 14 days.
- Offering telemedicine video conference visits when possible.
- Asking any staff member who is feeling sick to stay at home.
- Removing all magazines from lobby and patient rooms.
- Cleaning pens/clipboards after a single use.

In addition to these actions, if you would prefer to wait in your car instead of the lobby for your appointment. Please call the office when you arrive to let the front desk know you are here. The medical assistant will call you when they are ready for you to come into the office for your appointment.

For the latest information on Alaska's response to COVID-19, please visit <http://coronavirus.alaska.gov>.

For more information on Coronavirus Disease 2019, please visit <https://www.cdc.gov/coronavirus/2019-ncov/index.html>