

Posted 3/23/2020

Dear FCCP patients, family members, and friends,

As the situation with the coronavirus (COVID-19) continues to develop, our entire team is aware and prepared to help you. Your health and safety, as well as that of our staff and community are important to us.

Our goal will be to avoid bringing people with COVID-19 into the clinic. This will happen in two ways. First, every patient will be pre-screened prior to their appointment. If you do not receive a call prior to your appointment, then you should call FCCP before the appointment and request to be screened. Second, we will try and conduct as much medicine over the phone or video as possible in the coming weeks and months. This will be done by employees mostly working at home. The goal is to keep asymptomatic COVID-19 carriers out of the office while allowing the employees in the office the additional time necessary to implement new safety measures.

Because our patient population is particularly vulnerable to infection, we will be taking the following enhanced steps:

1. Patients are being pre-screened by telephone the day before each visit. You will be asked the following questions:
 - a. Are you or someone in your household experiencing any runny nose, sneezing, cough, sore throat, or fever?
 - b. Have you been exposed to anyone who has tested positive for COVID-19?
 - c. Have you traveled outside Alaska in the past 14 days?
2. Depending on the above assessment, one of the following may happen:
 - a. You may be directed to present for respiratory viral testing. Test location will be arranged outside of our clinic.
 - b. Your appointment may be delayed to a later date.
 - c. Your appointment may be conducted via telephone or video rather than face-to face.
 - d. While we will do our best to keep chemotherapy visits at the appointed time, illness may result in a delay to protect the patient and/or protect those around them.
3. All patients will be required to wear a surgical mask while they are in the clinic.
4. At this time family members and friends will not be allowed in the waiting room, exam rooms or infusion room.
5. Our Business Office is now closed to the public. The business team will be available to answer payment/insurance questions over the phone 452-4768 x 6. Payments can be made by phone 452-4768 x 6, on our website (www.fairbankscancercare.com) or by mail.

It is our hope that you will understand and appreciate the steps that we will be taking during this uncertain time. Thank you for doing your part to prevent or delay the spread of infection in our clinic and in our community.

Sincerely,

The Fairbanks Cancer Care Physicians Team

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