



AUSTIN NEUROPSYCHOLOGY, PLLC

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A MESSAGE TO OUR PATIENTS ABOUT COVID-19/CORONAVIRUS

Austin Neuropsychology is closely monitoring the COVID-19 emergency and we are taking steps to ensure the safety of our patients and staff. As of today, our decision is to remain open on a limited basis, but we realize that this is a rapidly evolving situation, and this could change. We will complete as many appointments as we can remotely to minimize the number of times you need to come to our office.

Intake and Follow-up/Feedback Appointments

All intake and follow-up/feedback appointments will be conducted via phone/telehealth services. Our office will contact you at your preferred number to collect payment over the phone and our receptionist will confirm details of the appointment, which may be by phone or through the Zoom platform.

Testing Appointments

If you/your child has a scheduled testing appointment with us, we encourage you to keep this appointment unless you, your child, or someone in your household

- are experiencing symptoms like fever, cough, congestion, sore throat, runny nose or shortness of breath,
- have recently returned from travel outside of the state of Texas,
- have had close contact with someone who has tested positive for COVID-19 or are suspected of having COVID-19.
- The patient or person bringing him/her is 70 or older
- You have concerns about leaving home and would prefer to reschedule

Austin Neuropsychology has infection control procedures in place, and we will do everything we can to ensure the health and safety of our community. We have hand sanitizer in every room and hand washing stations easily accessible. When you arrive for a testing appointment your temperature will be tested by one of our staff. Anyone found to have a fever will be rescheduled. We will then bring you directly to an exam room to limit your exposure to other patients in the waiting area. You can also choose to wait outside in your car or just outside the office and the psychometrist/technician will come get you/your child to ensure safe social distancing parameters.

We ask that you not bring more than one person with you to your appointment, if possible. Please use our hand sanitizer at the front desk when you come in. We have always paid close attention to hygiene and cleanliness, and will continue to do so. We will be wiping down all surfaces and testing materials with disinfectant before and after each patient.

While we are doing everything that we can to provide a safe environment, there is no way to guarantee that coming to our office will not lead to exposure to the virus. Any concern that you may have for yourself/your child is understandable and we are happy to work with you to reschedule your appointment for a later time.

Below is important information related to COVID-19 as it relates to our patients and community. This information is subject to change based on the receipt of more current information. The information on this page is subject to modification, pending guidance from the CDC, WHO and/or Travis County Public Health Department.

Is there anything I can do to reduce the risk to myself, my family and friends?

The most important steps to take are the same as for every cold and flu season:

- Stay home when you are sick
- Practice good hand hygiene frequently: Wash hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Obey cough and sneeze etiquette. Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Maintain social distancing parameters (5-6 feet distance) as much as possible when outside of the home
- Avoid touching your eyes, nose, and mouth
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipes

Local health authorities in Austin have released these guidelines aimed at reducing the spread of the disease:

If you have had close unprotected contact (within 6 feet) of a person who has tested positive for COVID-19, you should stay home and monitor your temperature and symptoms for 14 days.

If you are aware that you have been in the same room, but not within 6 feet, of a person with COVID-19, you should self-monitor your temperature and symptoms for 14 days, and avoid close gatherings where you cannot maintain 6 feet of separation from others, including mass transit and air travel.

If you have been exposed to a case of COVID-19 who became symptomatic, including with a cough and/or fever, you should stay home and contact your primary care physician for advice and testing priority with Austin Public Health.

We realize that these are very difficult times, and we want to be there for our patients who need us, but we also want to do our part to protect the health of the public. For more information on COVID-19, you can go to [coronavirus.gov](https://www.coronavirus.gov).