

Safety & Well-Being Protocols

With brand new facilities we were able to quickly adapt and adhere to new guidelines from the U.S. Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and local authorities as are appropriate to our operations. The situation is fluid and we will be looking at additions and enhancements in the coming days and weeks ahead. We will continue to garner insight and monitor outside organizations and will adjust and adapt accordingly and even better, quickly.

Before your Visit/Travel

Your doctor and/or patient coordinator will discuss with you the current COVID-19 testing and quarantine protocol requirement.

The Arrival Experience

Upon arrival, all patients, medical providers, staff and visitors will have their temperature taken conducted via thermal no touch temperature scanners; will use the sanitizing mat and gel; and will be asked to have a face covering/mask on, prior to entering the hospital, this is for your safety as well as that of our team members. In addition to having signage and instructions throughout the hospital, we have added distance markers, for practicing physical distancing, in the lobby and in other high-traffic areas. Also, admission staff will be wearing plastic face shields at their desks, this way our front office team is able to still interact with you and have that extra protection in place for both the visitor and the team member.

In the Hospital

We have complimentary high alcohol hand-sanitizer stations throughout the hospital, especially around high traffic areas. While physical distancing and frequent hand washing remain the best defenses for the spread of the virus, when physical distancing is not possible for example in lobbies and other public areas, team members, patients and visitors are required to wear face covering/mask. According to the CDC and WHO face coverings/masks serve as a protection measure for others vs. oneself. We will continue to follow this recommendation in this area. Additionally, based on role and responsibility, team members wear gloves and/or surgical gowns when appropriate.

All vendors are required to wear a face covering/mask and gloves whenever they are in our facility. We have also increased the protocols for team member hand washing to be more frequent for all roles and positions.

Elevators

To adhere to physical distancing, we are limiting the number of passengers for each elevator ride (the number will vary in each elevator.) Face coverings/masks are required in elevators. The elevator buttons, handrails, and elevator walls are disinfected frequently, and we have also added hand sanitizer stations on all landings throughout the hospital.

Continuous Water and Air Testing

Cosmetic & Bariatric Surgery Center is proud to partner with a global leader in water management and purification, to provide safe and sustainable solutions to manage risks associated with waterborne

pathogens. We also conduct frequent water and air containment microbiological lab testing and always follow CDC and Federal Sanitary regulations and procedures to ensure proper ventilation and filtration.

Cleaning Standards

As a hospital, our everyday standards include cleaning and disinfecting all areas with a Sodium hypochlorite Multi Surface Cleaner and Disinfectant, an EPA approved product effective against emerging viral pathogens and COVID-19, including the frequent cleaning of “high touch areas” such as telephones, remote controls, door handles, light switches, elevators and table tops, among others. For all surgical areas we follow strict disinfecting guidelines using specialized products and cleaning techniques. We work with a company that provides complete consultation, cleaning solutions, guidance, and training to help ensure our operations are safe. Given the current environment, we are even more focused and committed to the enforcement of these standards. At CBSC we continue to evaluate new cleaning products and applications to ensure the safety and well-being of our patients, medical providers, staff members, and visitors.

Approach to Hospital Food & Beverage

In the area of Food & Beverage, we are implementing current guidelines and recommendations as we continue to do research and work on how this area will continue to evolve. It is important to note that this area will be constantly evolving with new mandates and suggestions, which we at CBSC will be versed in and will adapt and modify as need be.

Cafeteria and Waiting Areas

Cafeteria and waiting areas are subject to availability and follow all state/local ordinances, this means some areas will not be open during your stay at CBSC.

Commitment to Service Quality

Cosmetic & Bariatric Surgery Center is rooted in having a strong service culture and exceeding clients' expectations. Regardless of what is happening around us, this will remain true and continue to be our focus. This includes ongoing and continuous training on topics such as protecting ourselves and others, proper use of PPE, work safety and disinfecting protocols, for all team members. Staffing levels, as they have been previously, are determined by the number of patients in our hospital. Every visitor, regardless if visiting as a patient, medical provider, or guest will receive the experience that they have become accustomed to.

As described above, Cosmetic & Bariatric Surgery Center has put in place preventative industry accepted measures to reduce the spread of COVID-19, however, CBSC cannot guarantee and does not warrant that you or other members accompanying you will not become infected with or be exposed to COVID-19. Additional protocols may be added at CBSC and may be subject to change.

This list is subject to change based on local, state, and federal guidelines and recommendations, and will be updated frequently.