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The Coronavirus (COVID-19) is a concern for everyone worldwide. Asheville Urological Associates is receiving a number of calls and questions from patients. We understand your concerns and know this is a frustrating time for many. So here are some key points to respond to common questions and to help keep everyone healthy.

Asheville Urological Associates will open next week, as well as the foreseeable future. We are committed to provide you with the care you need at this time while reducing the risk of exposure. At this time, we are asking that non urgent and elective appointments be rescheduled to a later date. We are actively screening our schedules to determine what appointments can be rescheduled. We will have additional staff answering calls, and we will be providing as much virtual health care as possible through the use of our telephone service and patient portal.

We already have protocols to keep every surface and room disinfected. Following CDC guidelines has always been a daily routine for us and our team is trained in these protocols. We are carefully monitoring the evolving situation with Coronavirus (COVID-19), and we are actively preparing. Our first priority is the health of our patients and employees. The Coronavirus (COVID-19) is transmitted similarly to the flu. We echo and encourage the CDC's smart hygiene habits which help minimize the spread of any respiratory diseases. We strongly encourage individuals to take preventative steps. These include:

- Wash your hands often with soap and warm water for at least 20 seconds, or use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough and sneeze.
- Clean and disinfect frequently touched objects and surfaces.
- Stay well hydrated and get plenty of rest.

For the health and safety of our patients and staff, please call our office at 828-253-5314 to reschedule your appointment if you have any of the following.

- Persistent cough
- Fever of 100 or greater
- Shortness of breath
- Traveled on a plane or cruise ship within the last 2 weeks

We have been honored to service the Asheville and surrounding communities for the past 60 plus years, and will continue to do so to the best of our ability. We thank you for trusting us with your urological care.

A Division of RTA of WNC

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