



## KEVIN J. MULLINS, MD, FAANS, FACS

**COVID-19 UPDATE: All of Dr. Mullins' SpineCare Long Island locations are open to serve our patients and communities.** We feel confident in our ability to continue seeing patients and to provide you the best care that patients have come to expect and deserve. The health and well-being of our patients and communities remain our top priority. We are dedicated to providing a safe environment for you to receive the best care, and we will continue to monitor the situation closely and comply with recommendations and instructions from our local and state health departments.

Please read the information below outlining how Dr. Mullins' staff is taking precautions to provide the safest environment possible during the COVID-19 pandemic.

### ***For patients with scheduled appointments:***

**If you have an appointment scheduled and you or a household member are in either isolation or quarantine due to a positive test, a pending test, confirmed exposure, or travel-related quarantine, please call our office to let us know.** Dr. Mullins will then let us know how your appointment should be handled, including keeping your appointment via telehealth, rescheduling your in-office appointment to a date after your isolation or quarantine period is over, or keeping your scheduled in-office appointment should Dr. Mullins determine that you should be seen in-person.

**If you have an appointment scheduled and you or a household member are experiencing any symptoms which could indicate COVID-19, please inform our staff prior to your appointment so that we can inform Dr. Mullins and identify the best course of action for your appointment.** (Please see the above options.)

According to the CDC, the list of the most common symptoms that can indicate COVID-19 includes: dry cough, chills, sore throat, fever of 100.4 or above, headache, muscle pain, loss of taste and smell.

**All decisions about your appointment will be made by you and Dr. Mullins.**

**FAQ'S:** *As we continue to monitor the impact of the novel coronavirus (COVID-19), we know many of you have questions. Our most commonly asked questions are answered below.*

*If we haven't covered your particular question on this page, you're welcome to contact us directly for additional assistance.*

### **How have Dr. Mullins' offices prepared for COVID-19?**

We have and will continue to monitor new information about COVID-19 cases in our area. We are adapting our care practices to reflect the most updated recommendations from the Centers for Disease Control ("CDC"), Department of Health ("DOH"), and other overseeing regulatory bodies.

### **What safety measures have been implemented?**

Since the beginning of the pandemic, we've been following a COVID-19-specific protocol. All patients are screened at the time of appointment confirmation, and this information is shared with Dr. Mullins. All staff members, patients and other necessary visitors are required to wear a mask in the office. Staff members' temperatures are taken twice daily. In our Huntington and Plainview locations, patients are asked to wait in their cars after checking in with our front desk, and are called when they can return to the office to be escorted directly to an exam room. Our offices are cleaned and sanitized regularly and hand sanitizer is readily available for anyone in our offices at all times.

### **How are you ensuring the safety of your more vulnerable patients?**

We are taking every precaution to particularly ensure the safety of our more vulnerable patients. Dr. Mullins takes into account each patient's specific circumstances when preparing for the patient's appointment.

### **Do Dr. Mullins' offices offer COVID-19 testing?**

Our offices cannot perform testing for coronavirus on site. If you have an appointment scheduled and you or a household member have a COVID-19 test pending, we require that you inform our staff prior to your appointment.

### **What are the guidelines for office visits?**

To help you prepare for your appointment, please keep the following in mind:

- All patients, and anyone accompanying a patient, must wear a mask covering their nose and mouth at all times.
- Patients should immediately inform the staff if there have been any changes since they were screened at the time of appointment confirmation.
- We ask that patients in our Huntington and Plainview locations return to their cars to wait for their appointments after checking in at the front desk. Patients will be called on their cell phone when we are ready to bring them to an exam room.
- We ask that patients not bring anyone else with them to their visit unless a patient requires assistance or otherwise needs to have someone accompany

them to their appointment. If assistance is required, the office will also screen the adult accompanying the patient.

**Am I able to make changes to my appointment?**

We do our best to accommodate any patient's request to defer their appointments to a later date or to schedule a telehealth visit instead of an in-office visit. These decisions will be made in conjunction with Dr. Mullins.

**What if I am unable to keep my appointment?**

If you are unable to keep your appointment, please call the office at 833-SPINE-33 (833-774-6333) or 631-206-5666 and Dr. Mullins will be notified.

**Are you still offering virtual visits?**

Yes, Dr. Mullins is still offering telehealth visits for those patients who do not feel comfortable in the clinical setting, or for patients whom Dr. Mullins feels it is best that they not come to the office. Each patient's specific circumstances are taken into account when determining whether an in-office or telehealth visit is best. For telehealth visits, Dr. Mullins will be able to discuss your individual case, including symptoms and radiology imaging in order to determine the most appropriate treatment plan, including recommending an in-office visit when necessary.

All of our staff members are frequently reminded of updated recommendations from the CDC, and in order to do what we can to minimize or prevent the spread of illness, we ask that anyone visiting our offices follow the same recommendations. Please visit the CDC website for the most up-to-date information.

Please call Dr. Mullins' office at 833-774-6333 or 631-206-5666 with any additional questions you may have. We look forward to continuing to serve our patients.