

Hi, it's Dr. Burgdorf. I hope this message finds you and your family in good health.

Our community has been through a lot over the last few months, and we're all looking forward to the opportunity to gather again soon.

A special thank you goes out to all of our first responders who are keeping us safe.

If you work in one of these essential industries, you've been impacted by the virus and you or a family member have a plastic surgery emergency, I want you to know our practice has established a special community fund to help provide you and your family with the plastic surgery care you need, when you need it most.

Please call us so we can assist you with any in-office emergency care, free of charge during this crisis as our way of saying thank you to our first responders.

A lot has changed since the last time you visited one of our clinics, but one thing has remained the same: our commitment to your safety.

As a plastic surgeon, we work in surgery for a living, so infection control has always been a priority for our practice. Our sterilization and infection control processes have been in place in the background since the very beginning, over 8 years ago, so that all of your visits are safe and comfortable.

As we return to our clinics for all appointment types, I'd like to tell you about the infection control procedures we follow in our practice to help keep you and our employees safe:

First, we'll be communicating with you before each appointment, asking you some screening questions to make sure everyone entering our clinic is healthy and without fever or symptoms.

When you arrive at the office, please remain in your car and respond to the text you received from us earlier. 615-461-5149. One of our team members will let you know when it's safe and appropriate to enter our clinic. This might mean some patients will have to wait in their car for a few minutes, up to 15 minutes or more and we appreciate your patience as we come back to a new normal.

Please don your mask, if you have one, once given the go-ahead to enter our clinic. If you don't have a mask, you will be offered one upon entry into the clinic.

You'll be greeted by one of our smiling team members, Trust us on this as they will have a mask on, whose job is to ensure we practice proper social distancing as well. We will direct the patient only at this time to a room. We are practicing our 1-1-1 protocol which stands for 1 patient, 1 doctor, and 1 staff member.

You will be asked to confirm your answers to our screening health questions again before being escorted into the room, have your temperature taken and offered gloves and/or mask if needed.

You'll find hand sanitizer when you enter the building. We will ask you to sanitize your hands and/or wash your hands upon being escorted to an exam room.

Know that we're working hard to offer early morning, evening and weekend appointments to help provide everyone with an appointment who needs one.

Also, we have private hours available for patients with underlying medical conditions or weakened immune systems, where you will be the only patient in the entire office.

Be sure to call our office if this applies to you, so we can see you before or after all other patients.

We're so excited to see you again and we've committed to being available 24/7 on the phones, email and text message system, plus telemedicine application we've deployed for your comfort and convenience.

To schedule your next appointment, please call our office or visit us on the web at Musiccityplasticsurgery.com