Dear Patients and Friends in our Community,

We understand that information surrounding COVID-19 is ever-changing, unsettling and creates uncertainty for you and your families. Richmond Gastroenterology Associates is committed to caring for you in a way that is safe and consistent with both the federal and state, health and safety guidelines. We have modified our In-Office appointment and procedure schedules, but remain available for patients. In-person appointments continue at 4 of our locations for very urgent needs: Hanover, Bremo Road, Midlothian Center (#223) and Colonial Heights.

RGA has also implemented Telemedicine visits with all of our providers for lower acuity needs and follow ups. Our staff will pre-screen and triage new and follow-up patients over the phone, prior to scheduling, to determine if an office visit or a Telemedicine visit is needed. Should an in-person office visit be necessary, patients will be pre-screened again when arriving at our facilities by checking temperature, obtaining a review of systems including respiratory symptoms such as cough, shortness of breath etc., and obtaining additional demographic information including recent travel history or known exposure history to COVID-19.

In accordance with the Governor’s Order of a Public Health Emergency, we are cancelling all elective and non-emergent appointments and procedures. Our Clinical Care Team and Scheduling Department will contact patients at a later date to reschedule, once COVID-19 precautions are lifted. There are however circumstances were endoscopic procedures may need to be performed and should not be delayed. We are reviewing those on a case by case and will continue to prioritize those with urgent or emergent needs. We are applying the same rigorous screening protocols both prior to scheduling and at check-in for those procedures. Additionally, we are following society advice from the American College of Gastroenterology, American Gastroenterological Association and the American Society for Gastrointestinal Endoscopy to maintain the highest level of safety during those urgent procedures.

We are adhering to CDC recommended precautions as well as federal and state guidelines with regard to our cleaning and disinfecting protocols and procedures. We are lengthening appointment times to allow for disinfecting of exam rooms in between patients and to limit the number of patients in the waiting room at one time. We also ask that family members not come into the office with patients to minimize the number of people in that area. We are utilizing personal protective equipment, including masks, gloves, face shields and eye wear when triaging patients and we have modified our staff schedules to enforce social distancing within the workplace.

While our immediate goal is to continue serving patients and the Central Virginia Community, RGA’s commitment is to the health and welfare of our patients, families, employees, and communities. We will modify our position should the need arise, but pledge to keep you informed of any changes.

We appreciate your patience and thank you for your continued support during this unprecedented time. Be well and stay safe.

The RGA Team