

COVID-19 Update from Dr. Jeffrey Sternberg, President of The Sternberg Clinic

Updated July 2020

The COVID-19 outbreak has been a sobering situation for all of us in the United States and the world at large. These are unprecedented times, and we all are experiencing information overload. From [all of us](#) at The Sternberg Clinic we hope that you and your loved ones are healthy and safe.

The Sternberg Clinic has been closed since March 16th and we are eager to get back to what we love, caring for patients. We anticipate reopening on **Monday, August 31st** and plan on restarting operating that week. Please understand that the reopening of San Francisco is very fluid, may change, and is out of our control as our local and state government is in charge of the plan. Capacity in the operating rooms is not quite back to where things were before COVID as we are practicing social distancing at all facilities. Due to the social distancing requirements, the normal cadence of our practice is a bit different from our usual. We will do everything that we can to make the experience work well and go smoothly. Most of the changes are recommended by the Centers for Disease control and are specific for physician's practices.

In the meantime, and at least until August 31, 2020 The Sternberg Clinic is not open for business. We are answering the phones and are more than happy to answer any questions that you may have about pilonidal issues and the [Cleft Lift procedures](#) and have started a wait list for patients interested in surgery. We are so very sorry about how this crisis is affecting you and all of us.

So that you are prepared when you visit us, here are some of the safety measures that we are implementing. As many of our patients do typically travel with friends and family members, please understand that we are required to limit traffic and visitors during this crisis.

All our best from The Sternberg Clinic's staff

Precautions for your and our safety:

- We are spacing appointments so that you are unlikely to encounter another patient while visiting with us.
- You must arrive with a mask and keep it on at all times. Anyone who will not wear a mask will be required to leave.
- Any friends or family members accompanying patients 18 or older will be asked to wait in the lobby or outside. Dr. Sternberg is more than happy to Facetime with family members during his discussion with patients.
- 1 family member or friend is permitted for our patients who are under 18.
- We ask that most scheduling questions or questions for our staff are conducted by email or phone to avoid close contact.
- Everyone’s temperature will be checked upon arrival and everyone will need to respond to a COVID exposure and symptom questionnaire. If you have any symptoms of COVID-19 or have been exposed to someone with COVID-19 you will not be able to enter the office or proceed with surgery.
- Everyone will be required to sanitize her/his hands upon arrival.
- Unfortunately, we will no longer have magazines in the waiting room.

We look forward to caring for you and will do our best to make these changes work.

Patient/Representative _____, Date _____

Relationship of Representative _____

If you live outside of the Bay Area and plan to travel to us, please print this form, sign and date, and email it back to us at info@thesternbergclinic.com.