

# WESTERN MICHIGAN ENT, PC



## EAR • NOSE • THROAT

Board Certified • Ear, Nose, Throat and Orofacial Surgery

March 31, 2020

Western Michigan ENT is committed to your health and safety as the coronavirus (COVID-19) continues to spread. We are busy monitoring the CDC and WHO websites and taking all necessary precautions for everyone's protection.

We continue to care for patients in our community at both our Manistee and Ludington office locations. We are offering Telemedicine appointments for your convenience and safety. We are only seeing patients with essential ENT, allergy and asthma problems, in the office on a part-time basis. We ask that you call our office prior to stopping by in person. Again, this is for your safety as well as our team members and community.

Please note, we **CANNOT** perform testing for coronavirus on-site at either office. Please contact your primary care physician, Urgent Care, or your local emergency room for an evaluation if you:

- \*Have a fever, cough or cold/flu like symptoms, or symptoms of lower respiratory illness (e.g., cough or have shortness of breath)
- \*Have been exposed to someone that has been diagnosed with coronavirus or someone that has had contact with anyone under quarantine for the virus
- \*Have recently traveled or been exposed to anyone returning from travel

If any of these symptoms apply and you have an upcoming appointment with one of our providers, we ask that you place a call to our office and to reschedule your appointment. If you are unsure if the above applies to you, please call one of the following Coronavirus help lines for guidance:

Spectrum Health Hospital	616.391.2380
Munson Health ask a Nurse line	231.935.0951

Due to the COVID-19 outbreak, we are working with limited staff. All of our non-essential Cosmetic Services are not available at this time and our Billing department will only be available by phone for the foreseeable future.

We can be reached at 231.398.9536 or 231.843.6557. Our team will be checking their voicemail Monday through Friday 9am - 3pm. You can also be contact us via our website at [www.westernmichiganent.com](http://www.westernmichiganent.com) with any **NON-URGENT** questions or concerns.

The current situation is very fluid and changing hour to hour. Patients are encouraged to check the following resources for up-to-date information on COVID-19, including how to best keep yourself safe and what you should do if you suspect that either you or a family member may have fallen ill with this virus.

<a href="https://www.michigan.gov/coronavirus">https://www.michigan.gov/coronavirus</a>	<a href="http://www.cdc.gov/coronavirus/2019">www.cdc.gov/coronavirus/2019</a>
<a href="http://www.munsonhealthcare.org/covid19">www.munsonhealthcare.org/covid19</a>	<a href="http://www.spectrumhealth.org/covid19">www.spectrumhealth.org/covid19</a>

Thank you for your understanding and patience. We are looking forward to continuing our service with each of you.

Sincerely,

Dr. Ben Hengy, Dr. Andrew Mendians and the Western Michigan ENT Team