

To our patient family,

Hanemann Plastic Surgery remains committed to providing the highest possible level of care for you and your families during this unprecedented time. I urge you to follow the Stay at Home Order from Governor Edwards to keep yourselves healthy and to do your part to prevent the spread of the COVID-19 virus.

I feel that it is my responsibility to take all measures necessary to protect the health of our patients and staff. I have been in near constant communication with physician leaders around our state and nation, monitoring the situation as it evolves. In compliance with instructions from the Louisiana Department of Health (LDH), the following temporary operational changes have been made:

Temporary Suspension of Elective Surgery

1. LDH issued a mandate on Wednesday, March 18, requiring physicians to postpone all non-emergency medical and surgical procedures for 30 days.
2. I have personally spoken with all surgical patients scheduled for the week of March 23 and have rescheduled their procedures past this time period. This week, HPS will continue to contact and reschedule surgery patients scheduled for next week and early April.

Contacting Our Office

1. Please call our office at any time (225)766-2166 during our normal business hours (8 am – 4 pm Monday through Friday). Our staff will be answering and triaging all phone calls from home.
2. Calls received after hours will be taken by our answering service and transferred to me.
3. Our staff will be checking and replying to patient emails.

Office Visits

1. On Sunday, March 22, LDH ordered physicians to postpone all non-emergency in-person healthcare services for 30 days.
2. I have made arrangements to meet with specific patients who are in the early postoperative period. There will be no overlap in appointment times. Accompanying family members should remain in their vehicle in the parking lot. Upon arrival, patients should contact our office at (225)766-2166 to check in. A screening history and temperature check will be performed on the bench outside.
3. New and established patients may call or email us to schedule a “virtual consultation.” Our staff will explain the details in an email response or over the phone.

If you feel you have been exposed or if you have symptoms of COVID-19, such as fever >99.9, cough, or sore throat, please contact our facility, and we will direct you to the appropriate type of medical care.

We must each do our part as good citizens to defeat this pandemic. We encourage everyone to remain at home, stay well informed, and be kind to one another. This too shall pass.

We look forward to seeing you again soon and hope everyone stays safe and well.

Michael S. Hanemann Jr., MD