

PACIFIC COAST UROLOGY: THE PRACTICE THAT NEVER CLOSED

By Yvette Manard, MPH

I was interested in learning how medical practices conducted business as usual during the pandemic and the lockdown period. I spoke with Dr. Robert Pugach, Medical Director of *Pacific Coast Urology Medical Center* in Los Alamitos to learn how he and his professional staff were able to take care of patients during this difficult time.

Dr. Pugach explained that the first step was to have a meeting with his seven staff members. In February 2020, he discussed a 21-point safety plan he had developed to keep employees and patients safe during the COVID-19 pandemic.

He told his staff that, as the leading private practice urology practice in Southern California, they would not close their doors as patients were in need of the services provided by his medical practice. "We could not ask patients to wait when they needed urological care, whether it was for

the conditions we treat in our Centers of Excellence or other areas like kidney stones, bladder infections and other urological concerns," said Dr. Pugach. "Most importantly we did not want patients to delay prostate cancer screening or treatment."

Dr. Pugach's staff was up to the challenge! It was important for them to know that they would not be furloughed or laid off as seen in other medical practices. All staff member would receive full benefits. This reassurance to the staff was significant as they have been together for many years and he was adamant about not breaking up the team. He stressed the importance of coming to the practice to help him provide quality services to patients. "I will be coming in to work every day and would appreciate it if they would be with me to care for our patients," said Dr. Pugach.

The results were truly remarkable. Every staff member came in every day to care for patients unless there were child care issues. Every member of the *Pacific Coast Urology Medical Center* staff showed what true professionals they were and continue to be!

Dr. Pugach and the staff adopted common sense infection control safety measures including 1) masks for everyone; 2) disinfecting every surface in the office hourly; 3) staff only using their personal desk phone and computer; 4) distancing and more. These common sense measures minimized the chance of infection spread. "Many of these infection control measures we have done for 36 years in caring for our patients" says Dr. Pugach. "We continue to do that every day along with the enhanced infection control protocols we have in place to safeguard the health of our patients."

Dr. Pugach is pleased to report that no staff member or patient got sick because of COVID-19 in his offices. All of the staff have been fully vaccinated and masking requirements have been removed for vaccinated patients.

Pacific Coast Urology Medical Center continues to be the largest patient-focused, minimally invasive prostate practice in the western United States with Centers of Excellences in prostate cancer, bladder control in women, benign prostate growth in men, the no needle/no scalpel vasectomy and vasectomy reversals.

Pacific Coast Urology Medical Center – the practice that never closed and remains open for your urological needs!

To schedule an appointment, call 888-735-4336. For prostate cancer diagnosis and treatment questions, the direct line is 844-HIFU DOC (844-443-8362). For the No Needle/No Scalpel vasectomy, the direct line is 844-Easy Vas (844-327-9827).

