

# Information for Families on How Our Office is Dealing with SARS-CoV-2/COVID-19/Coronavirus

July 13, 2020

Our priority is the safety and well-being of the families we serve. As of now, we are continuing to see patients in the office. We are taking the following precautions to protect our patients and help slow the spread of the coronavirus.

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## Before the Appointment:

- Appointments will be scheduled at intervals to minimize the number of people in the waiting room and office.
- Only the patient and their parent(s) may attend the appointment.
  - If others accompany the family, they must wait outside or in the car during the visit. If that is not feasible (e.g., the person is a child), either the parent(s) must stay with them outside/in the car or the visit will be rescheduled as a telehealth session.
- Families should wait in their cars or outside until their designated appointment time.

## Office Health Screening and Check-In:

- Everyone visiting the office will self-screen for COVID-19 symptoms before entering the office. *Anyone who self-screens positive should not enter the office and will be asked to call the office to reschedule their appointment as a telehealth visit.*
- Everyone entering the office will be rescreened for COVID-19 symptoms by their provider. *Anyone who screens positive will be asked to reschedule their session as a telehealth visit.*
- All patients/families must wear face masks while in the office. They are responsible for bringing their own masks.
- Providers will wear face masks from check-in throughout the session.
- After screening in the waiting room, everyone will be walked to the sink where they must wash their hands with soap and water.

## While in the Office:

- Seating throughout the office maintains an appropriate physical distance.
- Given concerns about people touching their face and mouth, visitors are not permitted to bring food into the office. Sealed beverages are permitted.
- Restroom soap dispensers are maintained, and everyone must wash their hands before exiting the restroom (regardless of whether they use the bathroom).
- Hand sanitizer (60% alcohol) is available in the waiting room and provider offices. Visitors should use sanitizer after touching faces, their child's face, after sneezing, etc.
- Tissues and trash bins are easily accessed. Trash is disposed of on a frequent basis.
- Providers and any office staff present will maintain a safe distance. As such, physical contact (e.g., shaking hands) will not occur.
- Chairs, pens and other commonly touched items are sanitized after each use.
- Door handles and common areas are sanitized between sessions.