

Patient experience- COVID Pandemic

Please note out of an abundance of caution the following sequence will occur for office visits

Prior to the visit

- you will receive a call to review all insurance and patient data
- you may receive a second call to review your current medical history as well as the issue that brings you to the office
- at this time you must inform the office if you have had any recent fever, upper respiratory symptoms or recent exposure to anyone known to have the Covid virus

Day of visit

- call the office and let them know you have arrived. We are restricting office access and will not provide waiting room service. Remain in your car or outside until called in for your exam
- avoid bringing any guests to the exam room unless specifically required for translation or if accompanying a minor
- please bring and wear your own face-covering for the visit and maintain proper social distancing
- your temperature will be checked - any fever noted you will be asked to leave the office immediately and called back for a tele-health visit

Examination

- your exam will occur with minimal talking and communication. The Dr will instruct and direct what specifically is needed. Any additional testing/dilation will be performed – again with minimal conversation

-you will be dismissed immediately after the exam- do not approach the desk for scheduling or copayment. If needed the visit can be discussed completely but remotely later today- if desired a time will be arranged

Immediately after the visit

-you will receive a call from the office to schedule any follow up and collect copay via credit card

We thank you for your cooperation and trust you will see our intent is to protect both our patients and staff during the time of this pandemic