

# UPDATED OFFICE POLICIES DUE TO COVID-19

## PRIOR TO YOUR VISIT

- Please disclose if any of the following apply: Fever, have you experienced shortness of breath or trouble breathing, dry cough, runny nose, sore throat, have you been in contact with someone who has tested positive for COVID-19, have you tested positive for COVID-19, have you been tested and waiting results, have you traveled outside of the United States, have you traveled within the US by air, bus or train within the past 14 days? Please inform us if any of the above applies.
- Please bring your own pen, you will need to sign a COVID-19 Consent form.
- If you have a mask, we are asking you to please wear it. If not, a simple scarf will work.
- Call upon your arrival and we will let you know if the provider you are seeing is ready for you.
- We ask that you come alone, minors should come in with one parent or guardian to sign a consent form. We ask that you then wait in your vehicle.

## CHECK-IN PROCESS

- You are informed that it is good to come in, we will meet you at the door to take your temperature. Please keep in mind that if your temperature reads 100.40, we will have to reschedule your appointment for 14 days out.
- As part of our screening process, all patients will be asked to fill out a short COVID-19 Consent form and questionnaire to assess your contacts, travel, and well-being. Any question indicating recent exposure to someone with COVID-19 or having signs or symptoms of the same will be asked to leave and not return for the specified 14-day self-quarantine requirement.
- In an effort to limit the number of people seen in the office daily, **we kindly require ALL patient visitors, including children, to remain home or in vehicles outside of our office until further notice.**

## DURING YOUR VISIT

- Our team will make efforts to take patients to operatories as soon as possible upon entry to limit patients from waiting in the reception room.
- Our coffee service area will be temporarily removed until further notice. We will continue to have bottled water accessible for patients.

- Patients use a credit card machine, by placing their own card and no receipt will be printed, nor will we need a signature from you at this time. If you would like, we can email you a copy.
- In the event a patient is needing an estimated treatment plan, you will be escorted into a consultation room, you will be asked to enter alone.

### **WALK-IN PATIENTS**

- All walk-in patients are required to call ahead for pickup of any kind. Our team will have your order ready in advance and take payment over the phone to expedite your pickup and limit the number of patients in the office.

### **ADDITIONAL SAFETY MEASURES RCC IS TAKING**

- Our office continues to comply with approved cleaning products. We will also continue our increased frequency of cleaning heavy use sites like doorknobs, light switch plates, phones, solid work surfaces, restrooms, and of course in our treatment rooms.
- Our team will be required to wear masks at all times, have daily temperatures taken, and will continue to limit handshakes as well as practice frequent hand washing with the recommended 60% alcohol-based hand soap.
- Each room is equipped with an Air Purifier that has a HEPA filter.
- For your safety and ours, we will be using advanced and upgraded personal patient protection equipment and upgraded disinfection and sterilization protocols. Please be advised that a \$10. Per visit fee will be charged at the time of service. This fee is not payable by Insurance.