

## New Check In and Appointment Process due to COVID-19 Guidelines 5/4/2020

1. Park your car and call 304-236-5902 to inform office staff that you have arrived for your appointment.

2. Our front staff will check you in via telephone and tell you when to approach the screening table.

3. Put on your MASK (covering nose and mouth)

4. Approach screening table prior to entering office. If **negative**, you will be allowed to enter building and be taken directly to exam room for triage and appointment. If **positive**, you will be

asked to return home and await respiratory swab results or go directly to local Emergency Room depending on severity of illness.

5. MASK MUST BE KEPT ON (covering nose and mouth) FOR DURATION OF VISIT. Anyone without a mask, unless in an emergency situation, will be asked to reschedule a telehealth visit with your provider.

6. If you do NOT have a cell phone, approach the screening table WITH YOUR MASK ON. You will be screened and if screening is negative, you will be allowed to enter the office and check in at the front desk. NO MORE THAN 10 people allowed in waiting area at one

time! MASKS must stay in place for the duration of the visit. Waiting area has been corded off to maintain social distancing as mandated by the CDC and State Government guidelines.

7. NO ONE WILL BE ALLOWED IN OFFICE WITHOUT A MASK IN USE. All of our office staff will also be wearing medical grade masks (PPE) as mandated by the CDC. We might look different, but we are the same healthcare staff who has cared for you in the past and your wellbeing and the safety of our staff is our main priority. If you have any questions or concerns, please let us know. We are here to help you navigate these uncertain times.

