

Memo

To: Doctors, Front Office, Back Office

From: Management

CC:

Date: 4/2/2020

Sick Walk-Ins During WCC Block Times

1. If a sick patient walks in to the office during the wells visit block times, please politely ask the parent to wait in the hallway near the door or in their car (please keep in mind waiting in car should be reserved for clinics located on the first floor). Please explain to the parent that we are separating sick visits and well visits during separate segments of the day to prevent any exposure to our patients.
2. Get guidance from the physician on whether the patient can be seen right away or be put on the schedule during the sick visit hours
3. Doctors will assess the patient to see if they are under any distress or having any difficulty of breathing. If no URI symptoms it should be ok to add the patient to the schedule and room quickly.
4. If a parent refuses to leave the waiting room, please politely ask the other families to sit on the opposite side of the waiting room until they are pulled into a room where the situation can be further managed privately. Please make sure you clean the waiting room after the patient has been pulled back.