

Memo

To: Physicians and all Staff
From: Management
Date: July 23, 2020
Re: Front Office asking at Check-in for one parent only

To continuously ensure a healthy and safe environment for patients and staff during the COVID-19 pandemic, we are only allowing one visitor or caregiver to accompany the patient to the appointment except for a newborn visit, two-fers, and three-fers. The movement of visitors in the practice should be restricted. If a patient shows up with more than one visitor or caregiver (grandparents, aunts, uncles, etc.), please inform the parent of our policy and politely ask them to wait outside in the hallway or in their car.

If the parent asks if they can wait in the waiting room, it can be allowed as long as the parent is wearing a face mask and adheres to social distancing. If the parent pushes back and asks for both parents to be there during the appointment, the receptionist will quickly check in the back to see if the doctor is available and ask the doctor if it is ok. If the doctor is not available, the receptionist will write on a post-it, "Both parents want to be in the room" and attach it to the billing sheet. When an MA comes to the front to pull the patient, the MA will call the patient back and will ask the other parent to wait. As soon as we get an answer from the physician, we will inform the front desk and have them call the parent to let them know.

Front office staff: When scheduling or making a reminder call, please continue asking parents to only have one parent bring the patient into the office.