

# Memo

**To:** All staff  
**From:** Management  
**Date:** June 10, 2021  
**Re:** Pre-covid Scheduling Template Update

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We will be using the pre-covid scheduling template starting July 1st instead of September 1st. The pre-covid scheduling template is the one alternating the \*well sick sick\* pattern. The office supervisor will provide you a copy for you to use.

If you have parents that are still nervous about coming in to the office for their well while we are seeing sick visits, here are some options that you can offer in the following order.

1. We will continue to screen patients for COVID-19 risks.
2. Let the parent know the waiting room will be divided into sick and well areas.
3. Schedule a WCC appointment first thing in the morning
4. The patient can get checked in from outside the office by calling the front desk upon arrival or they can wait in the hallway.

We only need to offer these options sequentially if a parent is unnerved by the change.