

PROCEDURES FOR OFFICE VISITS DURING COVID-19 PANDEMIC

OUR STAFF AND PATIENT SAFETY ARE OUR TOP PRIORITIES. OHM is taking every precaution to ensure the safety of our staff and patients in anticipation of the spread of this disease.

OHM is screening all patients for symptoms related to COVID-19. You will be asked to answer the following questions before you are scheduled, and again on the day of your appointment.

Patient Screening Questions

1. Have you, or a member of your household, traveled *outside of Maine, (NH? VT?)* in the past **14 days** or outside U.S. in the past **30 days**??
YES: When? Where?
2. Have you, or a member of your household, had contact with someone who has ACTIVE COVID-19 or *suspected* COVID-19 in the last **30 days**?
3. Have you, or a member of your household, had COVID-19, or have been tested for COVID-19?
YES: When? Was it a nasal swab or antibodies test? Results?
(six weeks or greater doesn't have to go to doctor)
4. Have you or a member of your household had any of the following:
 - a. Change in Fatigue
 - b. Fever – if yes, greater than 100 degrees?
 - c. Chills
 - d. Body Aches
 - e. Cough
 - f. Sore throat
 - g. Shortness of breath
 - h. Loss/change of sense of SMELL or TASTE

IF ANY OF THE ANSWERS TO THESE QUESTIONS HAS CHANGED SINCE YOU SCHEDULED YOUR APPOINTMENT, PLEASE LET US KNOW ASAP.

Osteopathic Healthcare of Maine

Dr. Jeffrey Greenfield Dr. Keelyn Wu Dr. Thomas Gilson Dr. Donald Hankinson Dr. Jennifer Hilton
98 Clearwater Drive, Falmouth, ME 04105 207-781-7900

www.osteopathichealthcareofmaine.com

1. When you arrive in our parking lot, please call **712-1055** to check-in. **If you do NOT reach a staff member, please try again.** Our staff resources are limited, and we thank you in advance for your patience. Your temperature will be taken and you will be asked the above questions.
2. The physician will call you when he/she is ready to see you. The physician will meet and give you a mask if you do not have one. For your convenience, there is a hand sanitizing station in the hallway.
3. The physician will be wearing a mask.
4. You will be led through the hallway entrance directly into the physician's office, where treatment will commence with a barrier (i.e., visor or shield) if treatment near the head is indicated.
5. Hand sanitizer and/or soap and water washing will be used as needed by the physician.
6. After the treatment, your physician will escort you out of the building.
7. If supplements, discharge summary, lab orders, etc. are needed, the staff may bring these out to your car, or your physician may ask you to wait in their treatment room while they gather these items. If verbal instructions are necessary, conversations may be made via phone call when you return to your car.
8. **All transactions will be conducted by phone.** Our office staff will call you sometime after your appointment to take payments for supplements and/or copays/balances. There will be no person-to-person contact with the front office staff at this time.

Please let us know if you have any questions. Again, we thank you for your patience during this unusual time.

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