

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

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

appointment.

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. Upon checking in –if you need to use the restroom, please make sure you do so after your screening questions and before your appointment begins. After using the restroom, we ask that if you are able, to kindly return to your vehicle and wait for your physician to call your cellphone when they are ready for you. ****IMPORTANT**** Please keep your cellphone nearby with the volume on and up as this is how your physician will be notifying you that it is time for your treatment.
2. When it is time for your appointment, your physician will call you when he/she is ready to see you. The physician will meet you at the door and take your temperature. If you do not have a mask with you, please let us know and we can provide you with 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. When you are finished with your treatment, your physician will escort you to the waiting room to check out with one of our friendly administrative staff. Here, you will be able to purchase any supplements, collect discharge notes/instructions, take care of any payments and schedule your follow-up appointment. .
7. During your time in the building – we ask that you continue to wear your mask and maintain 6 feet distance from others.

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

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