

PROCEDURES FOR OFFICE VISITS DURING COVID-19 PANDEMIC

OUR STAFF AND PATIENT SAFETY ARE OUR TOP PRIORITIES.

OHM is screening all patients for symptoms related to COVID-19. You will be asked to answer the following questions on the day of your appointment.

Patient Screening Questions (updated 3/5/2021)

- Have you traveled outside of New England in the last **10 days**?
- Have you been in close contact with someone who has active COVID in the last **10-days** or are you waiting on the results of a COVID test?
- Have you experienced any COVID symptoms that are *new or unusual* in the past **48 hours**?

1. When you arrive in our parking lot, please call **781-7900, OPT 6**, to check-in. 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 can 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 are hand sanitizing stations located throughout our building.
3. The physician will be wearing a mask.

Osteopathic Healthcare of Maine

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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, you may proceed 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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