

### SCHEDULING PROCESSES

#### *What is different?*

- + For the foreseeable future, we will continue to emphasize a “virtual first” approach for your safety. A phone or video visit with your provider will be scheduled. If all your medical concerns are not able to be addressed virtually, then the appropriateness of scheduling a face to face visit may be addressed at that time.
- + We are staggering appointments to decrease exposure risk. This may affect appointment availability.
- + If an in-person appointment is necessary, the following instructions will be provided:
  - + You will be asked not to bring visitors (except for a parent or caregiver).
  - + You will be reminded to wear a mask (home-made or bandanas are acceptable).
  - + You may be instructed to call us at the time of your arrival to the clinic to reduce the necessity of the waiting room.

### EXPANDED CLINIC SAFETY MEASURES

#### *What is different?*

- + Members of your Activate Healthcare Team will undergo a daily temperature evaluation and new symptom screening to discern if they are healthy enough to come to work.
- + A vigorous screening process for all patients will be undertaken to reduce the risk of spreading disease within the clinic.
- + You will see signs on the door reminding you to wear a mask, sanitize your hands, and STOP to call the clinic first if you have any COVID-19 symptoms.
- + We are making every effort to reduce the utilization of our waiting room to avoid unnecessary exposure. As such, you may be asked to wait in your car outside the clinic until we are ready to escort you directly to a room. If necessary, the waiting room will be adjusted in such a way to accommodate proper social distancing (chairs will be 6 feet apart where possible).
- + Clinic flow and traffic may be altered to avoid the unnecessary crossing of paths as well as to reduce the number of contact surfaces affected.
- + Our exam rooms are rearranged (as possible) to maximize space between yourself and our clinic team members.
- + All our teammates must wear face masks at all times, and there will be hand sanitizer and/or soap & water in all rooms.

### YOUR APPOINTMENT

#### *What is different?*

- + We ask that you are accompanied by someone else only when they are necessary as a caregiver or parent. We are requesting that all other guests remain outside the clinic.
- + You will be asked to confirm that no new symptoms have developed since the time of your virtual visit.
- + Please wear your own facemask, keeping your mouth and nose covered at all times, to on-site visits. A cloth bandana or scarf covering is adequate.
- + Our goal for in-person visits is to escort patients to the exam room as quickly as possible.
- + If you need a blood draw, we may do this in the exam room.