

## Courteous Curbside Check-in

In an effort to maintain proper social distancing, and to limit the number of patients in our office and waiting room at one time, we are recommending that patients wait in their cars until their appointment. If your office allows for it, we also recommend offering Curbside Check-In. Below are some recommendations for how this process is done.

### Curbside check-in

- When making your appointment confirmation call, notify the patient that we are offering curbside check-in, and explain the process.
- When the patient arrives, have them call the office and determine the meeting location in the parking lot.
- Whoever is performing the curbside check-in should be wearing a mask and gloves. Confirm that the patient is not exhibiting any COVID signs, and take the patient temperature. Patients should then sign the COVID Consent Form as well as our office traditional Consent Form.
- Obtain updated insurance cards, ID's, etc. and make copies inside and either bring back originals or let them know you will give them back when they come in for their appointment.
- Offer to call them or go out and get them (better customer service) when a chair is ready for them.
- Meet them at the front door and escort them back to the operatory.
- Recommended to be offered only in daylight.

### For offices not able to do check-in, please do the following:

- When making your appointment confirmation call, notify the patient of the updated check-in process. Have the patient call when they get to the office prior to coming in. If you are not ready for the patient, have them remain in the car.
- When you are ready for the patient, call them and have them come into the reception area. Use the reception area to complete the screening process. Whoever is performing the screening should be wearing a mask and gloves. Confirm that the patient is not exhibiting any COVID signs, and take the patient temperature. Patients should then sign the COVID Consent Form as well as our office traditional Consent Form.
- Obtain updated insurance cards, ID's, etc. and make copies
- Once the patient is taken to the operatory, please disinfect all surfaces the patient interacted with