



Patient/caregiver checklist & discussion guide

This checklist includes a list of questions to guide the discussion with your provider ahead of your healthcare visit. You should feel comfortable and confident with the entire process related to your upcoming care and these questions are a helpful step along the way.

Returning to your healthcare facility

- What measures do I need to know about to ensure my safety when re-entering your office?
- Do I wait inside my vehicle or come inside to check in?
- Can my insurance coverage be confirmed before I check in by telephone or computer?
- What is the waiting room policy?
- Will I have to use an elevator? What is the elevator policy?
- What is the policy on additional participants to my appointment (dependents or my care team?)
- What is the best way to communicate with my physician?

Notes

Safety protocols

- Will I have to undergo a test for COVID-19, how do I schedule a test, and when will I know the results?
- What if I have symptoms of COVID-19 or have been in contact with someone that does, can I proceed with my appointment?
- What screening protocols will take place before my arrival?
- What infection control protocols is the hospital following, including disinfecting, using masks and personal protective equipment, controlling numbers of people in waiting rooms, and more?
- How frequently does your office/the hospital screen physicians, nurses, and staff for COVID-19?
- Is there a separate entrance to the facility for non-COVID-19 patients that I should use?
- Will I be greeted at the entrance by a dedicated staff member? If not accompanied by a staff member, what is the safest and quickest way for me to get to the location for my appointment?
- What protective measures will my healthcare provider be taking when I arrive? Will they be wearing a mask or face covering?
- Will there be physical barriers – such as glass or plexiglass at check-in?

Notes

Proceeding with surgery? here's a discussion guide to help you when communicating with your physician:

Pre-op

- Will I be tested for COVID-19 and have my temperature taken before my operation?
- If my surgery or appointment needs to be postponed, what are conditions for rescheduling?
- What will my experience be from drop off through pick up? What safety measure are in place for patients?
- How many people will I interact with on the day of my surgery?
- Are the staff members I encounter also treating patients who have COVID-19?
- Are patients who have COVID-19 in the same facility as me? If so, what safety measures are in place to ensure we are separated?
- What special precautions are being taken to ensure the operating room is safe from COVID-19?
- What do I need to bring to my surgery?
- What common complications should I be aware of?
- Who will inform my care team when my procedure is complete?
- Can I bring personal items, (i.e., blankets/walkers/canes with me)?
- Is remote, phone or telehealth an option for my office visit or pre-/post-op care?
- Can I bring a loved one with me?
- What do I need to bring to my surgery appointment?

Notes

Post-op

- Are there dedicated surgery and/or recovery spaces that are not used to care for COVID-19 patients?
- How will I receive food if I have to stay overnight? How is the food prepared?
- What precautions is the hospital taking toward visitors and support persons?
- What is my recovery plan? Will COVID-19 affect it in any way?
- What are expected symptoms after my surgery?
- What is the best way to contact my physician after surgery?
- Will having this procedure put me at a higher risk of getting COVID-19? What happens if I develop symptoms of COVID-19 after my surgery?
- Are home healthcare services offered as an option during recovery? If so, what precautions do they need to take?
- Will I need to do a follow-up visit?

Notes
