

Patient/Caregiver Checklist and 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

Notes

- 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?



Safety Protocols

Notes

- 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?
