

HOWARD COUNTY PEDIATRICS

APPOINTMENT PROCEDURES FOR NON ILL VISITS DURING COVID-19 PANDEMIC

******If you or your child have had ANY symptoms of illness (see [procedure for patients with ill symptoms](#)) or have been exposed to someone who has been ill or tested positive for COVID, then CALL OUR OFFICE BEFORE YOUR APPOINTMENT. You should not enter the main entrance to our office******

1. All visits (virtual or in person) are by appointment only. If no one is available to schedule you when you call, please follow the appropriate instructions to leave a message, and a member of our staff will call you back to schedule.
2. Once an appointment is made (either for virtual or in office visit), our staff will contact you on the day of the appointment to: update insurance, accept any copay, and check you in by phone. For in person visits, you will be instructed to either come to the front door of our office OR the main door of the entire building (double glass door under the awning to the left of our front office door).
3. If you have a virtual appointment, then please follow the instruction you received by email or text to sign in to our telehealth product, Mend. Please try your connection ahead of time so that any technical issues can be addressed prior to your visit. Log in 5 min before your appointment time and remain in the virtual room until your physician logs in.
4. If coming to the office for an in-person visit, you will need to arrive 10 mins. before your appointment time. **REMAIN IN YOUR VEHICLE** when you arrive and respond to the appointment text as instructed (the link allowing you to pay your copay is optional). If you did not receive a text, then call the office at **410-992-9339**; **select 0** for the operator. Unbuckle your child and stay ready to enter when instructed.
5. A member of our staff will confirm your arrival on site, and you will be assigned a color and number (example Blue 2 or Green 4). Once you see a staff member holding the color and number you were given, please make your way to the appropriate entrance. Alternatively, you may receive a text indicating an assigned office location. If so, then approach the office entrance and wait in line, maintaining an appropriate social distance from others who may be exiting or waiting to enter.
6. When you reach our staff member, all parties will have their temperature taken and you, and any child over 2 years must have a mask. There can only be one adult/guardian per patient scheduled and no siblings are allowed.
7. After you enter the office, you will be escorted directly to the exam room. As you walk, we need your help to remain 6 feet apart from any other patients in the office.
8. Once your visit is over, unless instructed otherwise, you should exit from the same entrance you entered. Follow any in office markings directing traffic to maintain appropriate flow.