

## Curbside Patient Check-In

**Department Function:** Front Desk and Medical Assistants

**Policy Purpose:** Increase infection control, patient safety and comfort by facilitating social distancing before and after medical appointments. Allow patients options for checking in from outside of the practice when desired; provide options for patients to complete payment and other post-appointment business in the privacy of the exam room.

**Policy:** Provide a safe, healthy environment by incorporating curbside check-in process and establishing private post-appointment procedures. This allows the patient and team to limit exposure to high density clinical areas.

**Process:**

1. Prior to existing appointments, or when scheduling new appointments, Front Desk team will notify each patient of new check-in policies that have been established to accommodate the patient's comfort and safety.
  - Patients will be given the option of Curbside Check-in or traditional check-in at the Front Desk.
  - Patients who prefer Curbside Check-in will be reminded of the number to call upon their arrival.
  - Patients will be reminded of the importance of minimizing the number of people in the waiting room and exam areas. Patients who need assistance/support from guests will be asked to limit the number of guests and to encourage guests to wait in vehicles if possible.
2. **For patients who prefer to remain in their car until their appointment time (Curbside Check-in):**
  - Patient will arrive at the medical office before their appointment time, remain in their vehicle, and call the Front Desk to notify them of their arrival.
  - While patient is on the phone, Front Desk will verify patient's information and collect any copay/co-insurance/deductible/balance. Insurance eligibility, benefit check and patient responsibility should be performed prior to patient's appointment according to practice guidelines. Patient will be advised that paperwork will be provided after being escorted to the exam room.
  - Patient will be reminded to closely monitor their phone while waiting.
3. **For patients who are unable to wait in their vehicle or who prefer traditional check-in:**
  - Patient will be welcomed by Front Office team.
  - Front office team members will space waiting room chairs 6ft or more apart (remove chairs as needed to ensure proper distance).
  - Front office team members will actively monitor waiting area to ensure social distancing space is being observed.
  - Patient will complete any necessary pre-appointment paperwork at the Front Desk as usual. Patient will also complete any post-appointment business at the Front Desk.

4. Back Office (MA) will notify Front Desk when the exam room is ready for the patient.
  - **For patients waiting outside**, the designated Front Desk team member will call patient to inform them that they can come into the office to be roomed. Once patient receives call that their exam room is ready, they will come into the office and receive any paperwork that has to be completed. Patient will complete pre-appointment paperwork in the exam room. MA is responsible to provide completed paperwork to the Front Desk.
  - **For patients in the waiting room**, MA will escort the patient to their exam room as usual.
5. For all patients, any post-appointment paperwork may be completed in the exam room or at the Front Desk.

**Additional Notes:**

- All surface areas and items utilized by patients need to be actively sanitized by Front Desk and back office team (pens, clipboards, counter tops, door handles, etc.).
- Patients may have questions or seek assurance about increased cleaning/sterilization procedures. Scripting and signs should be created to relay notices that the practice is regularly sanitized.