

## What to Expect at Your In-Office Visit

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Your safety and well-being are always our top priority. That's why we have developed a step-by-step process to ensure you receive the care you need and in a way that exceeds COVID-19 guidelines and recommendations. Learn what you can expect for your next in-office visit:\*

### Scheduling Your Visit

1. Call your provider's office to request an appointment.
2. Discuss any symptoms such as fever, cough, unexplained joint or muscle pain or any contact you've had with a person who has or is suspected of having COVID-19. If you experience fever, cough, loss of taste or smell or other COVID-related symptoms within 21 days of your appointment date, please contact us so alternative arrangements can be made for your safety.
3. Complete your registration by phone or through MyChart. Need a MyChart account? Request to activate your account when you call for an appointment.

### Check-In

1. Bring a face covering to your visit or we can provide a mask, if needed.
2. There may be visitor restrictions in some locations. Visit [CarilionClinic.org/coronavirus](https://www.carilionclinic.org/coronavirus) for current visitor guidelines. Do not leave adults, children or pets in your vehicle for any length of time, especially without air conditioning. Please arrange for childcare prior to your appointment and leave pets safely at home.
3. Arrive 10-15 minutes before your appointment to help ensure timely check-in and minimize delay of patient care.
4. A staff member will talk with you about any recent symptoms. Once screening is complete, proceed to your appointment.

### During Your Visit

1. Check in at the front desk. Once ready, you'll be brought to an exam room. Your provider will meet with you and answer your questions.
2. You can choose to receive your after-visit summary in person or by mail. Also access appointment details through MyChart immediately following your visit.
3. We'll contact you to schedule any necessary follow-up visits, including video visits. Learn more at [CarilionClinic.org/virtual](https://www.carilionclinic.org/virtual).

### Safety Measures

1. We will provide adequate space between patients in common areas and limit elevator occupancy in accordance with social distancing rules.
2. We clean and disinfect surfaces such as door handles, elevator buttons, tables and chairs frequently throughout the day.
3. Your care team will wear masks and other personal protective equipment as needed.
4. In facilities with multiple practices, we've coordinated and staggered patient appointment times, when possible, to limit wait times and interaction with others in common areas.

We look forward to serving your health care needs in this new and evolving way.

*\*Processes may vary slightly per site; call for specific details.*



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