

COVID-19 PRACTICE POLICIES AND PROCEDURES

Please be aware of our COVID-19 office protocols:

1. All visitors must wear a face mask in the office.
2. To ensure that we are following social distancing guidelines and limiting the number of visitors in the office:
 - All patients must have an appointment to enter the office. Appointments are now required for lab services such as vaccines, allergy shots, and blood pressure checks.
 - Patients will be taken to an exam room as quickly as possible. Only one additional person besides the patient is permitted in the exam room.
 - Requests for appointments, prescriptions, and referrals must be made by calling the office or via the portal. We are no longer allowing walk-in visitors.
 - Please practice social distancing in the office.
3. Patients will be screened for COVID-19 symptoms when requesting an appointment. The office door will remain locked. Patients and visitors will be screened for COVID-19 symptoms at the door and temperature will be taken upon arrival. (We do not have COVID-19 testing in our office). We ask that all patients/visitors answer each question thoughtfully and thoroughly.
4. All patients who visit the office without an appointment will be told that they must call the office to discuss their concern. No concerns will be addressed at the door.
5. We are offering more telehealth appointments (phone or video) as needed to maintain social distancing in the office.
 - Visits for respiratory issues (cough, fever, shortness of breath) or other potential COVID-19 must be done by video or phone call with a provider.
6. Per new insurance guidelines, your insurance will be billed for all telehealth services (phone, video, portal). Co-pays will also be billed per the individual's insurance requirements.

Thank you for your cooperation. Please stay safe and healthy!

Greenhouse Internists