


Visiting the Doctor's Office

When someone in your family is not feeling well, I may need to go to the doctor's office. As of March 2020, there is a specific procedure to keep my family and I healthy from the coronavirus. To help prepare for the visit, here is what I can expect. This experience will be like going to see the nurse at school.

As I enter the clinic, my parent/guardian will be stopped before we can check in at the routine desk.



 (Photo of white hand gesture in red octagon to signal stop)

There may be a nurse at a table to ask my parent/guardian 3 questions.



(Photo of nurse sitting at table showing the questions you will be asked.)

My parent/guardian can ask to look at the 3 questions as they are read out loud. The 3 questions are:

1. Have you had a new cough, shortness of breath, sore throat, or fever within the past 21 days?
 - a. My parent/guardian will answer yes or no.

2. Have you traveled to Europe, China, Italy, Iran or South Korea in the past 21 days?
 - a. My parent/guardian will answer yes or no.
3. Have you had close contact with a person known/suspected of having COVID-19?
 - a. My parent/guardian will answer yes or no.

Everyone that enters the clinic are asked the same questions. If my parent/guardian answers NO to all 3 questions, they may be asked which doctor they have an appointment to see.

- a. My parent/guardian will answer with the name of the physician.

The nurse will direct us to the correct check in area for the appointment. I will do my best to follow the instructions the nurse guides my family and I to do.

If my parent/guardian answers YES to any of the questions, my parent/guardian will be asked to download the app 'IU Health Virtual Visits' (or another app for hospital information the county live in).



(Photo of icon IU Health with the words Virtual Visits)

Then my parent/guardian will be asked to go to their car to follow the sign-up information on the app to talk to a nurse virtually to share symptoms of the illness. It is important to follow my parent/guardians' instructions to get the best help for the sick person in my family. Once a nurse is contacted through the app, my parent/guardian will be given additional directions on getting the best care. I will do my best to stay calm and listen to my parent/guardian.

