

## What to Expect

Welcome back! Below you will find a guide of what to expect at your next appointment.

### **Before your appointment:**

- 1) If anyone in the household has exhibited symptoms of illness, please call our office to reschedule. Symptoms include fever, cough, vomiting, diarrhea, loss of taste or smell, shortness of breath, and achiness/fatigue.
- 2) **Please be aware that ONLY the child(ren) with an appointment and ONE guardian will be able to enter the building.** We apologize for any inconvenience, but this measure is necessary to control the number of people in the facility at one time.
- 3) Someone from our office will contact you prior to your appointment to ask some screening questions. You'll be asked the same questions when you come for your appointment. Thank you for your understanding!

### **When you arrive:**

- 1) Please remain in your car and call the front desk to check in. The number is (865)691-1404.
- 2) When it is time for your appointment, we will notify you. Upon entering the building, the patient's temperature will be taken with a no-touch forehead scanner. If the temperature is over 99.9, we will have to reschedule the appointment. Everyone will also be asked to use hand sanitizer or wash their hands.
- 3) Families will remain together in one treatment area. No seating will be available in hallways, waiting room, or play area at this time.
- 4) In addition to our normal PPE, clinical staff will also have face shields and surgical caps.
- 5) As always, all patient surfaces will be thoroughly sanitized after each patient.
- 6) Check-out will happen as usual with one family at a time in the check-out area.

Again, we appreciate your understanding as we all navigate this unprecedented situation! If you have any questions or concerns, we are more than happy to speak with you about them.