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.

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

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).

![Virtual Visits Icon](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.