



SSMHealth

APPOINTMENT FAQs

BEFORE YOUR VISIT

Q. Should I arrive early?

A. Yes. We recommend that patients arrive about 10 minutes ahead of their scheduled appointment time to allow for screening at the door as well as getting through the registration and self-rooming process.

Q. Should I bring/wear a mask or face covering to my appointment?

A. Yes. Effective May 11, all patients, visitors, and staff must wear a face covering or mask while at our facilities. Masks should cover your nose and mouth when worn.

Q. If I'm bringing my child for an appointment, how can I prepare them for their visit and what they will see at the clinic/hospital?

A. If you visit any of our locations, you'll see our providers, nurses and caregivers wearing different types of personal protective equipment like masks, goggles, face shields, gloves, or gowns.

We recommend talking with your child before your visit to help them understand what personal protective equipment is. Explain that other patients and visitors will also be wearing face coverings or masks to help keep one another safe. Help your child prepare by trying out a mask at home – Having them select the color or pattern of the mask/face covering can help them feel more comfortable wearing one as well.

Q. Can I bring a visitor or support person?

A. Limiting the amount of traffic in our facilities is an important way we can stop the spread of COVID-19. Please contact the office or hospital and ask about their review our current visitor policy.

DURING YOUR VISIT

Q. What should I expect during the entrance and registration process when I arrive?

A. All patients and visitors are being screened at our facility entrances. The screenings consist of a few questions about your symptoms as well as a temperature check. Once you pass the screening, you can proceed to registration as you normally would.

Q. Do I need to wear a mask during the entire appointment?

A. Yes. Please keep your mask on for the duration of the appointment unless your provider tells you to remove it.

Q. How are you ensuring social distancing in common areas like registration and waiting areas?

A. Our team evaluated each area to determine the correct amount of seating and allowable distances to ensure proper spacing between our patients and visitors. We have taken several proactive measures including reduced seating in waiting areas and other spaces.

Q. How are you making sure things are cleaned and disinfected?

A. We follow strict guidelines and regulations regarding cleaning practices in our facilities. Our teams disinfect and clean various surfaces and items based on these guidelines to ensure we're meeting all cleanliness standards.

AFTER YOUR VISIT

Q. Is telehealth an option for follow-up care?

A. Telehealth can be a great option for follow-up care. Please reach out to your provider to see if your care needs can be met via telehealth.

Q. Can I wear the same mask again next time I visit?

A. If you were provided a disposable mask, they are intended as one-time use. If you have a cloth mask or face covering, we recommend that you wash your mask daily (or after each use) to ensure it remains clean.

Q. What if I have questions about my care once I'm home?

A. We are here to help – There are many resources available to reach out to us with questions. You can schedule a telehealth visit, message your provider via MyChart, or call your provider's office and one of our staff members will be happy to answer your questions or connect you with your provider or someone who can help.