HOW WE ARE KEEPING YOU SAFE:
In order to provide you with safe, quality care through your visit, our teams will be wearing surgical masks and performing frequent hand hygiene. As an additional measure to keep you safe on the day of your visit, you will be instructed to wear a face covering upon entering and when in the facility. If you have a cloth mask, you may wear it while in our facility. If you do not have a face covering, we will provide you with one. Additionally, we have taken the following measures:

- Promoting social distancing measures throughout our clinics (waiting rooms, check-in areas)
- Installed plexiglass shields at front desk and reception areas
- Minimizing the number of patients we are seeing per day in our clinics by expanding virtual services and staggering in-person appointments
- Wearing personal protective equipment while providing patient care
- Implementing additional sanitation processes to disinfect all equipment and surfaces.
- Healthcare workers with fever, cough, sore throat, or other COVID-like symptoms are not permitted in any area of our clinics, unless seeking care

BEFORE YOUR IN-PERSON APPOINTMENT:

- If you are experiencing symptoms of COVID-19 prior to your scheduled appointment, please call your Primary Care Physician’s office. If you do not have a PCP, you may call 713.798.3888 for screening
- We will be conducting screenings with patients before appointments for symptoms and exposure risk
- Download the MyChart app and complete the ePreCheck-in process at least 3 days prior to your visit to help expedite your check-in process

IF YOU REQUIRE TESTING:

- Your provider will place an order for the COVID-19 Baylor Medicine testing clinic
- The scheduling team will contact you with an appointment time and instructions
- Results should be ready within 48 hours and released to you thereafter.
- It is very important to self-quarantine until you receive your test results.
WHAT TO EXPECT DURING YOUR IN-PERSON APPOINTMENT:

- You will need to arrive wearing a cloth face covering; if you don’t have one, then you will be given one.

- We will be screening all patients and approved visitors upon arrival with temperature checks and an exposure questionnaire.

  1. To minimize risk, we are currently restricting all visitors. Please make arrangements to attend your appointment by yourself, unless you meet the below criteria: Patients who are able to attend appointments alone should do so.

  2. One visitor may accompany a patient if one or more of the following apply:

     a. Patient cannot communicate

     b. Patient requires a mobility assistant for safety

     c. Patient requires a parent or guardian (ex: minor or disabled adult)

     d. It is anticipated that the patient may receive life altering news (ex: end of life discussions)

  3. For patients who enter the facility with a visitor not on the above list, the visitor will be asked to return to their car, and they will be contacted when the patient is ready to leave.

  4. If the patient, provider and visitor agree, the visitor may listen in on the appointment from their car or home through virtual means, including Skype, FaceTime, and/or phone, providing proper verbal consent is obtained from the patient or the patient’s Legal Representative and included in the visit note.

- When you arrive to your appointment, and have successfully completed ePreCheck-in, please let our front desk staff know that you have arrived in order to fully complete the check-in process.

- Please follow signs and markers on the ground in waiting rooms and check-in lines to ensure social distancing.

Thank you for allowing us to care for you during this time. We appreciate your trust in our care and will do everything we can to support you and your loved ones.