

## THE “NEW NORMAL” FOR PATIENTS

Some patients may have already seen a dermatologist for medically necessary reasons since the COVID-19 pandemic began, but if not, you may be offered an in-person appointment with your dermatologist in the coming weeks and months as Public Health officials slowly ease restrictions on health care. You will no doubt notice a number of things are different than you last saw a dermatologist in person.

You can likely expect that some or all of the following changes have been instituted to help keep you safe:

- You will be screened for symptoms of COVID-19 (this may occur at multiple times during the process including at time of booking, time of appointment reminder and/or time you come to the office)
  - You will likely be asked to reschedule if you do have any of these symptoms
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- You will notice that there are measures in place in the office to ensure that people maintain social distancing (there may be less waiting room chairs, there may be markings on the floor for where to stand and there may be a barrier in place by the administrative assistants)
- You will likely not see any magazines, papers or samples in the office
- You may be asked to remain in your vehicle until the dermatologist is ready to see you to decrease the number of people in the waiting room
- The medical team may ask you some of the history questions over the phone before seeing you in person
- You may be asked to come alone or to only bring one support person if necessary
- You may be asked to wear a mask for your appointment
- You will notice that the dermatologist may be wearing a mask/face shield/goggles for the visit
- Your dermatologist may suggest that doors remain slightly opened to decrease high-touch surfaces that can spread the virus

Every dermatologist’s office may have slightly different protocols to keep you safe, but be sure to ask questions if you want to know more about their individual plans.