

LM Chadfield, DO PLLC

OFFICE POLICIES and COVID - 19 SCREENING

Welcome to our office! Please review and our updated office policies as follows:

- We have a 24-hour cancellation policy, if cancelled in less than 24 hours a fee may be charged.
- We ask that at your first appointment you bring your insurance card, completed forms, and photo ID.
- Our office has a small therapy dog named Allie, who will be here at every appointment.
- We ask that you bring or wear flexible, gym type clothing. NO jeans or belts.
- Your first appointment may be approximately 1 hour.
- Established patient appointments last about 30 minutes.
- If you are not feeling well, have a cough, cold, or any illness please CALL our office BEFORE coming to your appointment. We see immunocompromised patients who can not fight off illnesses, so please be considerate. We may ask you to reschedule or wear a mask.
- Please do not wear any perfume or fragrances to your appointment.
- If you are a smoker, please arrive freshly showered in smoke free clothing, and do not smoke between the time you shower and your appointment.
- Our office hours are normally 8-4pm Monday thru Thursday.
- If you need to reach Dr. Chadfield urgently after office hours please email [lmchadfiel@aol.com](mailto:lmchadfiel@aol.com)
- Arrive timely to your appointments. We ask that you arrive 10 minutes prior to your appointment time. If the Doctor is running late, we will try to notify you at the phone number you have provided.
- Confirmation calls are a courtesy, please do not solely rely on them to remind you of your appointment.

## **COVID - 19 and Your Appointment**

Our priority is to keep everyone as safe as possible. Transmission can occur in people who have no symptoms. The best possible screening test available is the **COVID-19 nasopharyngeal pcr test**. We will order this for you when you make an appointment at our office. The results may take 3-4 days, so please be sure to have your test performed in time for the appointment at our office or your appointment will need to be rescheduled after the test result is received.

**Why do you need to have this test?** Osteopathic manipulation is a close contact appointment. We do not want anyone to inadvertently spread COVID to us, and we do not want to spread COVID-19 to our patients. Everyone gets tested before their appointments.

### **What do you need to do?**

If you have a Spectrum Health 'MyHealth' portal account you may be able to schedule your COVID test appointment from that site. You can also call Spectrum Health at 1-833-559-0659 to schedule your test. The COVID-19 nasopharyngeal test is not available at all sites. It is available at 1300 Michigan Avenue. At this site you will be tested from your car. The entire process usually takes about 3-4 minutes from the time you arrive at the site. A very thin q-tip is inserted into your nasal passage back to your pharynx (the back of your throat.) The test is not comfortable but is not perceived as painful. It takes 10 seconds or less. Testing at 1300 Michigan Avenue is available through the weekend.

Come to your appointments wearing a properly fitted mask. The mask needs to cover your mouth and nose. It should not have gaps on the sides or at your nose. Masks with vents do not protect others, so are not acceptable. Microfiber sport masks (fabric tubes) dissipate respiration and are not protective. Plastic face shields are not masks and do not take the place of masks.

We use all possible precautions: masks, gloves, disinfecting all contact surfaces between patients, UV air filtration in exam room, one patient in the office at a time. The office staff is also COVID tested regularly. We use precautions outside of the office and ask that you do the same.

When you arrive at our office (1025 Spaulding Avenue SE, Suite B Grand Rapids, MI 49546) for your appointment, please park directly in front of the office. Please wait in your car and wear your mask when we come out to ask COVID-19 symptom screening questions, take your temperature and assess your oxygen saturation level.

**COVID screening questions you will be asked:**

- Have you traveled in the past 2 weeks?
- Have you eaten at a restaurant in the past 5 days? (Approximately 50% of positive COVID test patients have dined at a restaurant.)
- Have you been exposed to anyone who is sick?

Do you have any of the following symptoms:

- Fever or feverish feelings
- Cough
- Shortness of breath (unrelated to reason for appointment)
- Tiredness
- Aches (more than usual pain complaint for the reason you need an appointment)
- Chills
- Sore Throat
- Stuffiness (head cold)
- Loss of smell
- Loss of taste
- Headache
- Diarrhea
- Severe vomiting

If you answer yes to any of the questions, you cannot have an in-person appointment at this time. You will need to call the office to discuss the situation with Dr. Chadfield before coming to the office for an appointment.

At our office after you have been screened for COVID from your car, please leave your belongings in the car, lock your car and bring only your keys. **If you are unwilling or unable to follow these precautions**, we regret that you cannot be seen in the office for an appointment. Everyone should be wearing a mask when out in public.

Please call IPC, our billing office to make a credit card payment for your visit at **(616) 459-0898**.

Being out in public should be avoided whenever possible while you are being treated at this office. Anyone with a cough, even though wearing a mask may be asked to leave immediately. **If you have a cough from asthma or allergies, please make sure you are sufficiently medicated to prevent coughing. Regardless of the reason, a patient with an uncontrolled cough cannot be seen at this office.**

Family members and friends must wait in the car. The only person permitted in the office is the patient. The next patient will wait in their car until you leave to prevent any possible exposure.

Thank you for your cooperation in keeping everyone as safe as possible from COVID-19. Please be sure to always wear a well fitted mask when you are out in public.

Thank you!  
Sincerely,

The office of  
L. Chadfield, DO