

We are committed to your safety, therefore you may see some changes when it is time for your next appointment.

#### New Office Procedures - What to Expect:

1. Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office. We will send you a [Wellness Form](#) and upon arrival, if you have any of these symptoms: Influenza-Like Illness (ILI) (fever, cough, chills), fever = 100.4 F or greater, or subjective fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, complaint of acute loss of smell or taste, we will require that you to reschedule your appointment.
2. We are asking that patients fill out our forms at home or online.
  - Link to our website where we have our [Patient Forms Online](#).
3. In order to decrease the time spent at our front desk, before you arrive, please text or email us a picture of your ID and insurance card, and we will verify your insurance eligibility.
4. To ensure safe social distancing, there will be a limit to the number of people that we are allowing in our office, so we are asking that you come to your appointment by yourself (with the exception of minors and those who need caregivers)
5. Before your appointment, we will call you so that we can perform parts of your exam over the phone, like verifying your patient information, reason for visit, and any changes in your health history, in order to minimize time spent in the office.
6. When you arrive at our entrance, please call, knock or wave to let us know you are here. A staff member will greet you and provide further instruction.
7. In accordance with Hawaii and Honolulu governmental recommendations, face coverings/masks will be required for all who enter the office.
8. We will be measuring your temperature and having you sanitize your hands upon entry (you may use your own sanitizer if you prefer)
9. You will notice that we have modified our office per recommendations, so reading materials, brochures, and most of our seating have all been removed.
10. Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
11. We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.
12. We encourage contactless or tap-and-go payment with Apple pay, Google Wallet, Text-to-Pay etc.