



Please review the guidelines below for either your **IN-PERSON APPOINTMENT** or **VIRTUAL/TELEHEALTH APPOINTMENT**:

Please complete the parent/guardian online consent to treat/patient questionnaire prior to your in-person or virtual appointment: <https://forms.gle/WwmXQrSoSoWPVspj6>

IN-PERSON APPOINTMENT:

To ensure the safety of all our patients and staff during the COVID-19 pandemic, all CDC and NH state recommendations/guidelines will be followed during your visit.

Arrival/COVID Screening Process:

- We are limiting the number of visitors in our clinic. We encourage patients to enter alone but will allow ONE parent/guardian to accompany the patient if preferred. No other family members will be allowed inside the clinic.
- All visitors **will be required** to wear a mask during your visit.
- All visitors **will be required** to sanitize hands prior to entering and leaving the clinic.
- Upon entering the drop-in clinic, a SSN Athletic Trainer will conduct a COVID-screening questionnaire and temperature reading.
 - If **either the patient or the parent/guardian** respond YES to a screening question, or have a positive temperature reading, both visitors will be asked to leave and follow up with a healthcare provider.
- The COVID-19 screening questions are as follows:
 - Have you been in close contact with anyone who is suspected or confirmed to have COVID-19 in the past 14 days?
 - Have you had a fever or felt feverish in the last 72 hours?
 - Are you experiencing any respiratory symptoms including a runny nose, nasal congestion, sore throat, cough, or shortness of breath?
 - Are you experiencing any general body symptoms not due to another chronic medical condition, such as fatigue, muscle aches, joint aches, headache, chills, nausea, vomiting, or diarrhea?
 - Have you experienced any new change in your sense of taste or smell?
 - Have you traveled in the prior 14 days outside of New Hampshire, Vermont, Maine, Massachusetts, Connecticut, or Rhode Island?
- Temperatures will be checked using a non-contact infrared forehead thermometer. The temperature threshold is 100.4 °F.

Parking and Building Information:

We share a parking lot and entrance to the building with ExpressMed and Apple therapy. The entrance to the parking lot is between our building and The Wild Rover. After you park, you will walk around to the front of the building, enter through the double doors, and go up a short set of stairs before entering through a second door. We are located straight to the back and you will be met by one of our Athletic Trainers who will conduct the screening prior to your appointment.

TELEHEALTH/VIRTUAL APPOINTMENT:

All appointments will be conducted via the ZOOM video conferencing platform. A SSN staff member will reach out to you shortly with the link to your virtual appointment. If you do not hear from one of our staff members, please contact Sandy Snow at Sandy@nhmi.net

If using your computer, please download “Zoom Client for Meetings” prior to your appointment using the following link: <https://zoom.us/download>. If using your phone or tablet, please download the Zoom App from the app store.

During your appointment, you will be connected to one of our Licensed and Certified Athletic Trainers who will evaluate your injury, provide treatment recommendations, and answer any questions you may have.

Appointment Guidelines/Recommendations:

- For athletes under age 18, we recommend a parent/guardian attends the virtual appointment to assist in continuity of care.
- Please wear clothing that allows the injured area to be viewed fully.
- Please ensure you are connected to a secure WIFI network during your appointment.
- Please ensure you are in a private setting where audio and visual communications cannot be heard by people outside of the appointment.