

## Tips for Patients Arriving for Appointments

As patients return to TCFP for important medical appointments and procedures, we will continue to maintain a [no-visitor policy with limited exceptions](#). We understand that you may feel uncertain about not having a companion with you for a medical visit. The following tips may help ease your concerns.

- **Let your caregiver know if you are feeling uneasy or stressed.** This is a common response to any medical appointment, and discussing these emotions can be helpful.
- **Arrival time to appointment.** Due to the pandemic, we are asking patients to arrive no more than five minutes prior to their scheduled appointment to prevent overcrowding in the waiting room. Be prepared to present your driver's license or a valid picture ID and your insurance card to the receptionist upon arrival.
- **Familiarize yourself with your destination** before arriving at our facility, there is a directory located in the main lobby. You can find our providers by searching for the name of the location or provider. You can also call ahead for specific directions. Once on-site, TCFP employees will gladly provide assistance in locating a particular building or office.
- **Make sure your phone is fully charged** in case we need to call you prior to entering our facility.
- **Bring a list of questions for your provider related to today's visit only.** If you have a companion who typically joins you for your appointments, you can work together to make this list before you leave home. You will be seen for only the reason stated at the time the appointment was scheduled. Patients will be asked to schedule a follow up to treat any other conditions.
- If you have a companion that typically joins you during your medical visits and you would like them to **participate remotely via telephone**, please discuss that with your provider.
- **Be prepared to take notes during your appointment** and remember to read any notes you receive at discharge. These notes may contain detailed information about treatment recommendations and future appointments.
- After your appointment, **use the hand sanitizer available on-site.** When you get home, wash your hands. Wipe down your phone, tablet and/or earpieces.