



## RUSH NEUROBEHAVIORAL CENTER

4711 WEST GOLF ROAD, SUITE 1100, SKOKIE, ILLINOIS 60076  
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### Guidelines for In-Office Visits

Greetings from your clinicians and staff at RNBC! As we move to in-office intervention and assessment, we would like to make you aware of the new policies we have put into place for the protection of all.

1) The morning of your appointment, you will receive a call from our clinic coordinator, Lori Johnson, who will ask you to please complete the following health check-list for your child:

a. Please take your child's temperature. Is your child's temperature over 100.1 or has your child had a fever within the last 24 hours?

Yes   
No

b. Are you aware of a member of your household, including your child having been in contact with or exposed to someone infected with COVID-19?

Yes   
No

c. Has your child complained of a sore throat in the last 24 hours?

Yes   
No

d. Has your child complained of significantly increased muscle pain, loss of smell, or developed an unexplained rash in the last 24 hours?

Yes   
No

e. Has your child complained of or experienced a new or worsening cough or shortness of breath recently?

Yes   
No

f. Has a member of your household or your child been in contact with anyone who has these symptoms or been tested for COVID 19 within the past two weeks?

Yes   
No

***If the answer to any of these questions is "Yes," please contact your clinician directly via e-mail to discuss with your clinician and to reschedule your visit. We would like to work together to keep everyone safe.***

2) If your child will benefit from the use of a social story or reminder about wearing a mask and that their clinician will be wearing a mask and protective gloves, the drive to the clinic or a few minutes in the parking lot prior to arrival is the perfect time to talk through what to expect.

3) Upon your arrival, please follow the universal masking policy, as outlined by Governor Pritzker and RUSH policy. Note that if your child is unable to wear a mask for the entirety of his/her session, remote assessment options may need to be discussed or rescheduling of your appointment may be necessary. ***Again, you and your child will be required to wear a mask when entering into the building and during the entirety of your child's intervention or assessment sessions.***

#### Guidelines for in-office visits

- 4) The doors to the clinic will be locked upon your arrival. Please text or call your clinician and he/she will meet you at the door. Parents will no longer be able to wait in the waiting room and will drop-off their child at this point in time to their clinician. Please return promptly at the time your child's session is scheduled to end. If you are completing a full day of neuropsychological assessment, you and your child will take a 30-45 minute lunch break and follow the same protocol for your arrival after lunch. Door handles will be wiped following each family's entry and exit.
- 5) No more than 2-3 clinicians will be in the office on any given day. This will allow for staggering of appointment times, of lunches, and of breaks for our clients to minimize social contact of all. "Break rooms" have also been assigned if a child needs a few minutes to eat a snack alone and remove their mask for a short time before returning to the testing room.
- 6) You and your children's temperatures will be taken using a thermal scanner (will not touch the skin) before entering the clinic. Clinician's temperatures are also taken upon arriving at the office.
- 7) Children will be asked to use hand sanitizer upon entering the clinic and several times throughout the day. Clinicians will be wearing surgical gloves while in the room with children. They will remove their gloves upon leaving the room and will put on a fresh pair when reentering.
- 8) Children will not be allowed to bring any additional materials with them (e.g., blankets, stuffed animals, toys from home, etc.). A paper bag with snacks, a drink, and one fidget toy if needed are allowed.
- 9) Each child will be supplied their own new pen and pencil, will use only those writing utensils, and will dispose of them at the end of the day. Assessment tools will be sanitized following each child's visit and will be then "quarantined" for 3 days following before being used again.
- 10) If you are completing a neuropsychological or speech/language assessment, your clinician will be in contact with you via e-mail regarding setting up a time for a virtual feedback session where results will be discussed.
- 11) Billing and payment will be completed electronically and there will not be a front desk staff member available to ask questions to in person. For questions regarding billing and payment, please contact Lori Johnson at [lori\\_johnson@rush.edu](mailto:lori_johnson@rush.edu).

We appreciate your cooperation as we all try and navigate this new environment and keep each other as healthy and safe as possible.

Warm Regards,

RNBC Staff



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