



What To Expect During an In-Person Visit

Before your visit

Decide where your visit will occur

You and your Care Coordinator will talk, and you will decide together how and where to visit. This could be:

- Outdoors
- In your home

Remember: You can still decide to have a virtual visit!

If your Care Coordinator is visiting you in person:

- Your Care Coordinator may complete some of the visit requirements virtually prior to the actual visit in order to reduce the exposure and amount of time in the home.
- Your Care Coordinator will contact you before the visit for a health screening. They will ask if anyone in your home has recently had symptoms of COVID-19 or tested positive.
- If anyone in your home has recently had symptoms of COVID-19 or if anyone has tested positive, tell your Care Coordinator and the visit will be conducted virtually, or be rescheduled until after you have had a negative test for COVID-19.
- Tell your Care Coordinator before the visit if anyone participating in the visit is medically unable to wear a face mask or if you do not have a face mask. Your Care Coordinator will provide you face masks or face shields as appropriate if you do not have them.

During your visit

It would be best if the visit could be outside, but if that is not possible the visit will be held indoors with the following guidelines:

Everyone attending will:

- Wear a face mask. Your Care Coordinator will also wear a surgical face mask.
- Wash hands or use hand sanitizer before and after the visit
- Limit the items you share with your Care Coordinator
- Avoid close contact – maintain a distance of at least 6 feet apart
- Keep the visit as close to 30 minutes as possible

Additional Information

Additional information and resources for COVID-19 are available at the links below.

- CDC COVID-19 webpage: <https://www.cdc.gov/coronavirus>
- Pennsylvania Department of Health webpage: <https://www.health.pa.gov/topics/disease/coronavirus/pages/coronavirus.aspx>