

Karen L. Dahlman, Ph.D.
CLINICAL NEUROPSYCHOLOGIST
5 E. 94th Street, New York, NY 10128
212.828.4780
karen.dahlman@mssm.edu

**COVID-19 SAFETY PROTOCOL FOR
NEUROPSYCHOLOGICAL EVALUATIONS**
Updated April 28, 2020

Dr. Dahlman is currently scheduling patients for appointments beginning May 15, 2020. Given the unprecedented challenges of COVID-19, Dr. Dahlman is taking precautions in her practice to ensure the well-being and safety of patients and staff.

WHAT TO EXPECT: Dr. Dahlman will conduct some portions of each neuropsychological evaluation via video conference and some in-person. Registration and payment will be organized in advance. For everyone's safety, only testing that must be done in-person will be scheduled for an office visit; the rest of the evaluation will be done via video conference. Both in-person and video conference sessions will be scheduled in advance. The day before each in-person appointment with Dr. Dahlman, you will receive a phone call for a brief medical screening. See below for details.

SCHEDULING AN APPOINTMENT: To schedule an evaluation, please contact the office by telephone or email. The evaluation will consist of multiple sessions, some of which will be conducted by video conference (e.g., Zoom or Skype) from your personal computer, and some of which will involve a visit to the office at 5 East 94th Street.

REGISTRATION FORM: Once your appointments are scheduled, we will provide you with a registration form. Please return the completed form to Dr. Dahlman prior to the first appointment.

PRE-VISIT MEDICAL SCREENING: No more than 24 hours prior to a scheduled visit to the office, we will conduct a brief medical screening over the telephone. The purpose of the screening is to identify whether the PATIENT or ANY MEMBER OF PATIENT'S HOUSEHOLD may be experiencing symptoms associated with COVID-19. If that is the case, or if we cannot reach you for the telephone screening by 8 PM on the day prior to your office visit, then the scheduled appointment will be postponed. When you arrive at the office, your temperature will be taken using a contactless thermometer to ensure that it is in the normal range. If the thermometer registers a fever, your appointment will be rescheduled.

Please make sure to call us at 917.539.4567 the day before the appointment to answer the screening questions, if we have not reached you.

EVALUATION PROCEDURES: In order to limit the risk of transmission, each testing session will be limited to 90 minutes. Multiple sessions will be scheduled until the testing is completed. Both patient and doctor will be required to wear a mask and gloves throughout the visit. Dr. Dahlman will provide masks and gloves to be worn during the evaluation, if you do not have your own. Additionally, Dr. Dahlman's office and testing materials will be sanitized.

OFFICE LOGISTICS: You will be asked to come at your appointment time, not any earlier or later. You will be escorted directly to the testing room. There will be no waiting in the waiting room to minimize contact with others. No companions are permitted to be in the waiting room unless medically necessary, and they too must wear a mask and gloves. When necessary companions may be asked to return for you once an appointment is completed, to make sure we comply with social distancing guidelines.

POSTPONEMENT BY PATIENT: You will not be charged if you must postpone your appointment because of illness. The most important consideration is to monitor your health and get medical attention if you have any symptoms. *If you feel sick, do not come to your neuropsychological evaluation appointment.*

POSTPONEMENT BY DOCTOR: Dr. Dahlman reserves the right to reschedule appointments at any time, based on factors including, but not limited to, illness or COVID-19 related directives from the CDC or local, state, or federal government.

PAYMENT REQUIRED: Payment in full is required in advance of the first appointment. You may choose to pay by personal check, use a credit card (e.g., VISA, Mastercard, American Express), or make an electronic payment (e.g., Zelle, Apple Pay).

Dr. Dahlman does not accept insurance payments directly, though if you wish she will submit a claim to your insurance provider on your behalf as a courtesy. In that case, please provide a copy of insurance card (front and back). ***Note that Dr. Dahlman cannot guarantee that you will receive reimbursement. If you do receive reimbursement, it may be significantly less than the fees charged for the services provided.***