



## A Letter To Our Patients Regarding COVID-19

For the safety and protection of you and your child, as well as our staff, the following changes have been made to our office procedures.

1. **CALL FIRST.** Please call prior to coming to our office for any time of appointment so we may conduct a preliminary screening to determine if you or your child have COVID-19 symptoms (fever of 100 degrees or more or feel 'feverish', cough, shortness of breath are the common symptoms) or have had contact with a known or possible COVID-19 positive person.
2. **SEPARATING WELL AND SICK VISITS.**
  - a. All well visits (preventative care/immunizations) will be scheduled in the AM.
    - i. If you have a well visit scheduled for an afternoon time, our office will be calling to reschedule.
    - ii. If your child (or the person accompanying the child for the visit) has symptoms or an exposure to COVID-19, we will postpone your well visit for a minimum of 2 weeks.
    - iii. **Please do not come in for well visits if you or your child has had fever, cough, and/or shortness of breath.** Children also can present with diarrhea as a symptom for COVID-19, so please cancel your well visit appointment if your child is having frequent loose stools.
    - iv. We will have you enter the office thru the main entrance. You may stay in your car and call our office when you arrive. Press Option 2. We then will call you back to let you know your room is ready. The nurse will come out to the door to bring you back to your room.
    - v. If you and your child is healthy but prefer not to come in for a well visit during this time, please call to reschedule. We do feel it is important for our children (especially under 18

months of age) to continue being seen for well visits and keep up to date on their vaccines. The APP also endorses this policy.

- b. All Sick Visits will be scheduled in the PM
  - i. When making an appointment with the triage nurse, we will screen for COVID-19 as outlined above. Tell the triage nurse if you or your child have had any fever, nasal congestion and drainage, shortness of breath, cough and/or diarrhea.
  - ii. **For sick patients who are low risk of COVID-19:** We will have you enter thru the main entrance. You may stay in your car and call our office when you arrive. Press option 2. We then will call you back to let you know your room is ready. The nurse will come out to the door to bring you back to your room.
  - iii. **For sick patients who we are concerned could be at risk for possible COVID-19:** We will have you enter thru the side entrance of the North side of the building. We ask that you stay in your car and call our office when you arrive. Press option 5. We then will call you back to let you know your room is ready. Your nurse will come out to the door to bring you back to your room. We will bring you a mask to wear if you or your child has had any history of COVID-19 respiratory symptoms and/or fever.
  - iv. The triage nurse will instruct you on which door entrance you should use when she makes your sick appointment.

PLEASE only 1 adult/parent per patient. We also would prefer no siblings to come if possible. Wash your hands when you get to the room.