

Memo

To: Patients, Parents, Families

From: Pediatric Primary Care

Re: Re-Entry

Date: May 20, 2020

As the COVID-19 pandemic was starting to unfold, the healthcare system as a whole had to quickly make many changes to how we care for our patients. For us, this meant keeping in-person visits to a bare minimum, doing video visits whenever possible and postponing or rescheduling those visits that couldn't be done by video visit. We had to make these changes for a number of reasons; most importantly, we wanted to make sure we were doing what was safest for our patients and our staff.

Now that the initial wave of the pandemic seems to be passing, we have started to look ahead to how we can gradually restart our in-person visits. This is going to be a slow process that we will constantly re-evaluate, but the most important thing to know is that our number one goal is to do this in the safest way possible so that you can feel confident bringing your child to our office. In order to meet this goal, you will notice that things will be different around the office. Here are some more specific details of what this will look like:

Video Visits

While we are going to start adding some in-person visits, we will not be doing all visits in the office just yet. In-person checkups will be done for any visit where vaccines are typically given or we need to check other things that can't be done over a video visit, such as labs, weight or blood pressure. All other check-ups will continue to be done by video visit. If you would prefer not to do a video visit for your child's check-up, we will put their name on a list and as soon as we are able to start seeing more kids in the office, we will contact you to schedule their appointment. If your child doesn't fall into the category of check-ups that we are seeing in the office, but you feel like they do need their check-up to be in-person, please call us and we can work together to find a solution.

New Check-In Process

We will be doing our check-in process over the phone rather than in person. Please call us when you arrive in the parking lot, and someone from our front desk staff will check you in. You will then receive a call back from one of our nurses when we're ready for you to come up, and the nurse will meet you at the door to take you right to your room after checking you and your child's temperature.

We continue to ask that only one well adult come to their child's appointment, and that any person over the age of two wear a mask. If you do not have a mask, we will provide you with one.

Follow the Signs

When you are in our office, you will notice lots of signs and directional arrows. These are to help keep a safe amount of space between people at all times, so please follow them.

We look forward to seeing more of your (masked) faces in person, and sincerely appreciate your patience and understanding as we continue to provide care in the safest way possible. Please do not hesitate to call us if you have any questions, concerns or suggestions. Thank you, and be well!