

## INSTRUCTIONS FOR PARENTS

Friday, June 11, 2020

We are open again to see our patients. As always, our goal is to provide the best possible care for your children. Until the pandemic is over, we must make adjustments to prevent any possible infection of our patients, their parents, our support staff and physicians.

### SAFETY ABOVE ALL

We have taken many precautions and instituted new procedures to protect everyone. Our goal is that our patients move through the office in an efficient manner and that we minimize the time we all spend in contact with each other.

Please read these instructions carefully.

### THE ESSENTIALS

- Many of your child's health issues can be adequately dealt via telemedicine.
- Annual checkups for all children can now be performed in the office.
- Children with issues that require a physical exam will also be seen at the office at the discretion of the physician.
- In order to minimize the time you spend in the office, your physician may discuss any concerns you have prior to the examination.
- Patients and their parents must pass a screening test before they can be seen at the office.
- Patients who require a physical exam but do not pass the screening test will be directed to specialized local facilities that can accommodate them.
- Visits in the office will be limited to 1 parent and only the children who are being examined that day.
- All parents and children over 5 years of age must wear a surgical mask or face covering while in the office.
- All childhood vaccines will now administered at the clinic.

### RESTRICTIONS

The Children's Care Clinic is considered a "cold" or "infection-free" area. There are important restrictions on how we must now function in order to prevent the spread of infection.

Any patients or parents will be refused entry to the clinic should they exhibit any of the following symptoms;

- Cold
- Cough
- Sore throat
- Fever
- Diarrhea
- Vomiting
- Muscle aches
- Loss of smell or taste
- Had contact with a person with COVID or suspected of having COVID

Anyone with symptoms such as fever, cough, trouble breathing or sudden loss of taste or smell are asked to call 1-877-644-4545 to be directed to a testing site.

Patients or parents may come back to the office after all symptoms have disappeared for a period of 14 days.

For your safety, our staff and physicians will be screened daily for the same symptoms and not permitted access to the clinic should they have any of the same symptoms. Staff and physicians may return to work only after having 2 negative COVID tests.

## BOOKING APPOINTMENTS

Please call the office to book an appointment for your child's annual exam or to discuss any issue that you may have.

For issues other than routine checkups, your doctor will call you and attempt to deal with the issue over the phone. If a physical exam is necessary, you will be given an appointment to be seen in the office.

Please note that we are able to diagnose and treat many viral illnesses and other acute issues by telemedicine. If your child is sick, please call us and we will help you to manage the illness. If necessary, we can direct you to the appropriate resources for further evaluation.

## CONFIRMING APPOINTMENTS

When confirming your appointment, our receptionist will ask you a series of questions to screen out anyone that might have COVID symptoms. Patients who fail the screening test will have their appointment rebooked for a future date. You will be offered a telephone appointment with your doctor to deal with any issues you wish to discuss.

Your child's Medicare card may be verified during the phone call.

You will be reminded about the necessity of wearing a surgical mask or face covering at all times while in the office. If you do not have a surgical mask, they are available for sale at the pharmacy in our building for a small fee.

For annual checkups for children 3 years and older, you will be asked to weigh and measure your child at home. Once you have done so, please call the clinic back and we will enter the information into your child's chart. Children 2 years and younger will be weighed and measured at the office.

## AT THE CLINIC

Patients will present themselves to the reception area. Please note that our reception area is closed off with a plastic shield. Upon arrival, you will be screened a second time for any viral symptoms.

If you fail the screening test, you will be offered a telephone appointment that day with your doctor to deal with any issues you wish to discuss. A doctor will not come and discuss this with you while you wait. You must immediately leave the office.

Your child will be registered as usual. Children under the age of 3 who are coming for an annual exam will then be weighed and measured.

The waiting room has been changed to limit seating and to allow for social distancing. There is only one set of chairs per pediatrician.

If there are no patients waiting for your pediatrician, you will be directed to sit in the designated area in the waiting room. Please remain in this designated area at all times while you wait for your physician.

If there is another patient waiting for your pediatrician, you will be asked to go back to your car and wait till there is space in the waiting room. When the seating is free, you will be called on the phone and asked to return to the waiting room and directed to sit in the designated area in the waiting room.

Please be respectful of the other families in the waiting room and maintain a proper social distance.

## PERSONAL PROTECTIVE EQUIPMENT

All patients over age 5 and their parents will be required to have a mask or face covering at the office at all times. You must provide your own surgical mask and or face covering for you and your child.

All our staff will be wearing a surgical mask at all times.

Doctors and staff who are in direct contact with patients will also be wearing a gown and a face shield or eye protector.

## THE EXAMINATION

Your physician will direct you to come to the examination room. Please remain in the exam room throughout the remainder of the visit. Your doctor will discuss any issues you have, but only from a distance of 6 feet. Please respect this distance.

Your doctor will be wearing a protective gown, a surgical mask and eye covering. You may want to explain this to your child before the appointment.

After the appointment, please gather your belongings and leave the premises as quickly as possible.

## VACCINATIONS

Many children have missed routine vaccinations due to the coronavirus pandemic. We will now be administering vaccinations for all routine childhood vaccinations in the office.

For safety and logistical reasons, your doctor will be administering vaccines during designated hours. The vaccines will not be given at the same time as your child's regular examination.

If you would like your child to be vaccinated, please call the office and book an appointment.

## HYGIENE AND SAFETY

Alcohol-based sanitizer will be available throughout the clinic.

After examining each patient, the examining bed will be sprayed with an anti-viral spray. Your doctor will clean his stethoscope with an alcohol swab after every use.

Please use the bathrooms only if absolutely necessary. If you do use the bathroom, please inform the reception staff, so that the room can be cleaned afterward.



At night, the waiting rooms will be cleaned with an anti-viral cleaner.