

# Updated Pediatric Pathways Office Policies for COVID-19

## Patient Info May 2020

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We are continuing to see well-children and sick children (if needed) and have changed our policies to try and keep both our patients and our staff safe. During this time, we are available by phone as always. If you have a general question, please contact the office during the morning hours of operation. If we don't answer immediately, we are always available through our answering service and will return your call shortly.

### Well Visits

- We ask that when coming in to the office for a well-visit and are experiencing any sick symptoms (either children OR parents), that you reschedule. We also ask that if possible, you refrain from bringing any other family members/siblings to the appointment unless absolutely necessary. Please also refrain from bringing or eating any food in the office. All book and toys have been removed from the exam rooms.
- We are asking that all patients (over 2 years old) and accompanying guardian wear a mask. We are doing this to protect you, your family members, as well as our staff. If you do not have a mask, we will provide one for you at check-in.
- We are limiting our appointment times to allow for social-distancing in our waiting room. In addition, no sick kids/adults are allowed in our waiting room or building lobby at this time

### Sick Visits

- If you are calling to schedule a sick/acute visit, our triage nurse will ask you some questions about possible exposure to, or possible symptoms of COVID-19. If you, or we are concerned about exposure or possible current infection, we can schedule a Zoom visit and evaluate your child. We can decide on treatment and send you for a drive-up test if appropriate.
- If we are not concerned about COVID-19, we can offer a telehealth visit or can appoint you for a "sick visit" in the office whichever you feel more comfortable with. Any sick visit should call the office when they arrive in the parking lot and wait for their room to be available. We will then escort you into a clean exam room designated only for acute visits.
- Our telehealth visits will be submitted to your insurance company, and please note that you will be responsible for any cost-shares or balances that may result from these type of visits.

All of our employees are wearing masks, and proper cleaning protocols are being followed in regards to personal hygiene and sanitizing the office. This includes, but not limited to, sanitizing before and after each patient contact, frequent cleaning of counter surfaces and door-handles in common areas, and sanitizing each room after patient leaves.

Most importantly, we are here for our patients. Whether it's for a well-visit, sick visit, mental health visit or any other concerns, we want to make sure you are comfortable calling or coming in to our office and that we continue to provide you excellent medical care. Please call us with any further questions or concerns.

The Providers and Staff of Pediatric Pathways