

To your family from our Partners in Pediatrics Family:

We understand the worry and confusion surrounding the COVID-19 virus. This virus is especially worrisome because it is new and no one has established immunity to it. At this time there is no treatment for the virus other than respiratory support when it is needed. Thankfully, for most children and younger adults who are infected, the course is less severe. Often in this age group symptoms are similar to a bad cold or a case of the flu. The risk to the general public (especially the elderly) must be understood. Many models show that we are at risk of overwhelming our healthcare system, which would limit access to care for all Americans. Please understand that social distancing is very important and requires that you stay home as much as possible. This is the only mechanism we have at this time to slow the spread of this pandemic.

We would like for you to help us as we help your family. In order to minimize risks of exposure for our staff and our patients we are implementing the following new protocols:

1. We will be triaging all requests for appointments so that we can assess who needs to be seen in the office and when. We are planning to reserve morning appointments for health supervision visits so that our younger patients can receive their vaccines on schedule at a time when sick children are not in the office. If your child is ill or you need an appointment, please talk to our phone nurse. We can often handle minor illness at home. The phone nurse may offer you a telehealth visit with one of our physicians. This mode of care has been approved by many insurers because of the need to help people avoid exposure risk. These visits are similar to office visits and will likely incur a co-pay.
2. Do not come to the office without an appointment – we will be as efficient as we can be about making appointments and trying to decrease wait times.
3. Only one adult and children with scheduled appointments should come to the office. We love seeing grandparents, but they should not be the ones bringing children in if possible because of their increased risk of severe infection. If your child has a well visit scheduled and develops a fever, please reschedule the well visit and talk to the phone nurse
4. At this time, our office is not doing COVID -19 testing. There are still very strict protocols in place for those who should be tested. Please understand that we are following these protocols at the request of the CDC and ADPH and this information may change as we receive new guidance. If your child is showing symptoms and has been exposed to someone with COVID-19, please call our office for instructions about where they can be tested.

Please know that we are all committed to offering you the best care that we can provide and appreciate the privilege of caring for your family.