

We are here with you through this difficult time. We want to meet your needs while doing what we can to keep your children, your family and our staff as safe as possible.

We are seeing well children, including well visits for children who need vaccines and other non-contagious visits in the morning to reduce the risk of any contact with sick people. We will place you and your child in an exam room quickly with minimal time in the waiting room. We ask that just the child being seen and one parent or guardian come in for the appointment when possible. We also will call you 1-2 days prior to the visit to ensure everyone is still feeling healthy. Please share with us if someone coming into the clinic develops new concerning symptoms (cough, shortness of breath, fever, chills, body aches, sore throat, new loss of taste or smell) before coming into the clinic.

Anyone who has some possible COVID19 symptoms or could be contagious we will be starting with a telemedicine video visit. If your child needs to be seen in person, we will have you come into the clinic in the afternoon. We will give you a number to text us when you reach the parking lot. Then we will text you to let you know when we have an exam room ready and you can come to the clinic through the back door and directly into the exam room. Alternatively, we may come to see your child in your car dressed in full personal protective equipment!

We will be wearing masks and we require anyone coming into the clinic over age 2 years old to wear a mask. We have masks available for you if you need one. We know that people without symptoms can be contagious with COVID19 and masks have been shown to greatly reduce droplets that can spread the virus even while talking!

We are disinfecting all around the clinic frequently during the day and after every patient encounter.

We are offering telemedicine video visits any time of the day, even for some well visits if your child does not need vaccines. These can be done on a phone, tablet or computer with a camera and microphone. Video visits can be done for all sorts of reasons: rashes (send a photo through the portal), behavior changes, sleep concerns, depression or anxiety concerns, constipation, pink eye, etc. You would be surprised what we can take care of this way! And if we think we need to see you, we will have you come into the clinic.

We have taken out any toys or books in the exam rooms, so please bring your own books or toys to entertain your child while you are in the clinic.

We are monitoring our staff for any signs of illness and have them have stay home until we know they are safe to return.

Stay home! Healthy or sick, the less you are out and about the less chance you will come into contact with the virus. Staying home is the most important thing you can do right now.

Make sure you have signed up for the portal! This is a great way to communicate with us for questions and sending us pictures. We are sending paperwork ahead of telemedicine appointments through the portal and hope to make this a routine practice for all appointments going forward. Call the clinic if you have not set this up or need to reset your password.

\*\*Most insurances are paying for telemedicine visits, portal and phone calls. You may be subjected to a copay, if applicable. We know this may be different, but it is all in the best interest of keeping everyone home and healthy.

**For more information**

Make sure you go to reliable websites for information like

[www.Healthychildren.org](http://www.Healthychildren.org)

WA state Department of Health <https://www.doh.wa.gov/Emergencies/Coronavirus>

[www.cdc.gov](http://www.cdc.gov)

What to do if you have symptoms of coronavirus disease

<https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/COVIDconcerned.pdf>

**And follow us on Facebook for up to date information on our clinics!**

Pediatric Associates of Whidbey Island

5/28/2020