

## CORONAVIRUS

The CDC, the American Academy of Pediatrics, and the Maryland Dept of Health are recommending continuing well child/adolescent care visits according to the standard schedule during the COVID-19 pandemic. As you know, well child care includes important developmental and mental health screening, monitoring of growth, a thorough physical examination, vision and hearing, routine blood work, and vaccinations. If your child is due for a well-baby exam, a check-up, or a sports physical, please call today and schedule.

We are also available to see patients for many other needs. We are scheduling in-office visits for attention and behavior issues, mental health concerns, concussions, injuries, rashes, and all other non-contagious needs. For those that may be contagious, we are scheduling telemedicine appointments first - many needs can be handled during these virtual visits. If we determine during the virtual visit that a patient needs to be seen in-person, we see the patient later in the afternoon on the same day, right outside the office.

For everyone's safety, we will be asking screening questions before scheduling appointments in the office. This includes whether you or your child has a fever, cough, sore throat, etc., and whether anyone in the house is being quarantined for COVID-19, has undergone testing for COVID-19, or has been exposed to someone with COVID-19. In most cases screening criteria are easily met. If screening criteria are not met, we can evaluate your child by telemedicine, or can reschedule the visit.

Other office policies instituted during the pandemic to reduce unnecessary viral exposures of our patients, their families, and our staff:

- Our walk-in hours are now cancelled. All appointments must be scheduled in advance. Well check-ups for our youngest and other high-risk patients will be scheduled during dedicated times in the mornings.
- If your child has mild cough, congestion, or fever symptoms that are manageable at home, please do not schedule an in-office appointment. We will be happy to assess your child's condition and discuss your child's care via a virtual visit.
- When arriving for an appointment, we request that only 1 person accompany the patient to the office in order to limit exposures within the office. Infants under 4 months are permitted to have 2 accompanying people.
- We ask that everyone coming into our office wears a face-covering or mask that covers the nose, mouth, and chin. Please, no mask with valves.
- **Once you arrive at our building, we request that you wait in your car, dial the office number and press option 3 to speak to the front desk. The receptionist will "check you in" and take your cell phone number. We will phone you when your room is ready and you will skip the waiting room.**
- Temperatures are taken for all staff and patients entering the office.
- Our staff will wear masks for all interactions. Additional protective equipment includes gloves, gowns and face shields.

- Providers are sanitizing their laptops, stethoscopes, and other medical equipment after each patient encounter.
- We will continue our practice of thorough room cleaning between all patient visits, frequent cleaning of common areas, and professional cleaning of the entire office at the end of each day. Books, magazines, and toys have been removed from exam rooms to reduce viral transmission. Waiting rooms are now closed.

We thank all of our families for their cooperation with these changes, and for their efforts to keep everyone safe.

Also of note during these unprecedented times, some of our patients may be losing benefits, including health insurance. If your child needs health insurance, click here to look into Maryland Medicaid: <http://www.marylandhealthconnection.gov/>

Our practice accepts the following Medicaid insurances: Amerigroup, Priority Partners. United Community Plan, and Maryland Physician's Care.