

## A Note to Our Families Regarding Coronavirus (COVID-19)

Dear Families,

We understand the growing concern surrounding the Coronavirus (COVID-19). The health and safety of our patients, providers, and staff is our top priority. Dr Julie has been actively preparing our office, providers, and employees to identify possible patients with the COVID-19 virus and to prevent transmission to staff, other patients, and visitors.

Based on current guidance and our own specific circumstances, we remain open and ready to assist you however we can.

For Patients with Upcoming Well Child Appointments:

\*We are still seeing all well check appointments. We are seeing our well check appointments only in the mornings and will be using "well" rooms where no sick patients have been, as always. If you have an upcoming well check appointment, please call the office to verify the time, as we are having to move some things around in order to accommodate everyone in the morning.

\*If your child has any sign of illness, please let us know prior to your appointment. We are rescheduling well checks with any cough, cold symptoms or fever. If you are unsure if you need to reschedule, please call the office to discuss with the nurse.

\*We request only one caregiver accompany patients at this time. Others accompanying the patient should stay in the car if they cannot stay home. This includes siblings if at all possible.

\*We are asking you to fill out all paperwork prior to coming to your appointment to help us move things along efficiently during this time. You should receive an email with the paperwork or a link to the paperwork prior to your appointment. If you have not received this, please call the office.

\*We are asking that all patients wait in their car instead of our waiting room. When you arrive to the office, please call and check in over the phone. Our staff will come get you from your car.

For Patients with Illness:

\*Our staff will be screening all children with illnesses. Many of them can be evaluated via televisit per the current CDC recommendation. If you are concerned about insurance coverage for televisits, please contact your insurance company. If you do not have coverage for televisits, we are reducing our normal rate of \$150 to \$100 to assist families during this time (testing fees are an additional \$20).

\*If it is determined during your televisit that testing needs to be done, we will ask you to come directly to the office, wait in your car, and call to let us know you are here. Our office staff will come to the car to do the testing.

\*If it is determined that your child needs to be evaluated in the office, we ask that you please come with a mask or bandana for parent and child. We have very limited access to masks at this time, so please bring your own if you have them. On arrival to the office, please call to let us know you are here. Staff will come to the car to walk you into our back entrance and directly into our "sick" rooms. These rooms are being thoroughly cleaned between each patient. We have always done this but are doing it with even more extreme care currently. We will also ask you leave out of the back door, so no respiratory droplet exposure will be in the office where our well kids are.

\*Please warn your children that the provider will be wearing a somewhat scary looking suit during the evaluation. This is for our provider's protection and per the CDC recommendations.

\*If you have traveled internationally or to a place with extensive community Covid spread, traveled on any cruise ship, have been exposed to someone with COVID-19 in the last 14 days, or you are experiencing any of the symptoms listed below, you are considered at risk.

Fever

Fatigue

Cough

Shortness of breath

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\*When will we be able to do Covid-19 Laboratory Testing? Unfortunately, the reality is that testing availability is still extremely limited and being prioritized by our public health partners for only those patients meeting specific criteria. It is our opinion at this time that testing should be done in large scale drive-through centers, in a well-coordinated manner by medical staff that has adequate Personal Protective Equipment. However, we will follow testing guidelines and recommendations from our local Health Department and do testing when available and appropriate.

For Our Higher Risk Patients:

\*Dr Julie has many patients with special healthcare needs. As the virus continues to spread, we want to protect and safeguard our most vulnerable patients. Children seem to not be severely impacted thankfully, but much is still not known.

\*Higher-risk patients should consider changing any routine, non-urgent visits to a later date. However, we are able to see many high risk patients via telemedicine right now to minimize their exposure. Please call us for any questions you may have.

Potential Disruptions to Our Regular Schedule:

\*Depending on community trends with COVID-19, our office may reduce patient load, appointment types and prioritize accordingly. We will update you as we make these decisions.

How is our staff being trained?

\*Our staff has been trained in infection control practices, standard precautions, and hand hygiene. Honestly, this is daily standard in pediatrics, but we are even more diligent and cannot stress this enough.

\*We are practicing safe hand hygiene and proper environmental cleaning techniques.

How is Dr Julie monitoring the situation?

\*Dr Julie has been reading constantly to stay up to date. She has been in constant communication with pediatricians across the country who are formulating best practices for this changing situation. She is also keeping up with and following the recommendations of the CDC, WHO, state and local health departments.

What can You do?

Prevention and Social Distancing!!!

\*As you touch people, surfaces, and objects throughout the day, you accumulate germs on your hands. You can infect yourself with these germs by touching your eyes, nose or mouth. We encourage you to follow guidance from CDC and the WHO and educate yourself as much as you can. We think this pandemic should be taken very seriously.

\*Don't do playdates right now and please stay at home with immediate family as much as possible.

\*If anyone at home is sick, try to keep them separate from others in your family as much as possible.

Practice Healthy Habits:

\*Sleep at least 8 hours a night (more for kids!), eat healthy fresh foods and drink lots of water.

\*Taking care of yourself by decreasing stress will ultimately boost your immunity. Here are some suggestions to help you and your children deal with the anxiety:

-Spend time getting outdoors; play in the yard, and go on walks.

-Spend time with family reading, playing board games, listening to music, singing and laughing.

-Spend time with your pets. (Mine are loving having us all at home right now!)

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-Practice mindfulness, be hopeful and positive. Consider trying meditation with an app like Headspace, Calm or Insight Timer.

\*Kindness, caring and empathy will go a long way as we all deal with this crisis. Remember to model this for your children. It will help make your children more resilient in the future.

We will be updating this information as new details become available. If you have questions or concerns about this information, please call. Also, please be patient with on hold times. We are doing our very best to manage very large call volumes at this time.

Lastly, we have lost access to our Facebook page, but can sometimes get posts to cross post from Instagram. If you are on social media, please follow us on Instagram at @doctorjuliemansfield

Sending out lots of love and air hugs!

Warmly,  
Dr Julie and staff