



TO OUR EXTENDED DESERT VALLEY PEDIATRICS FAMILY

In this difficult time of COVID-19 pandemic, we would like to reaffirm our commitment to the health and well-being of all of our patients as well as protection of all members of our community. While we remain open, we are constantly updating and modifying our policies while following AAP, CDC, and SNHD guidelines in an effort to keep you, as well as all members of the Desert Valley Pediatrics team healthy and safe. As such, please take note of our new temporary office policies:

- A) Children will be seen by APPOINTMENT ONLY. There will be no walk-in visits
- B) WELL VISITS/Noncontagious appointments will be scheduled for the morning ONLY (8am - 12pm), and SICK visits will be scheduled ONLY for the afternoon (after 1:30 pm). Noncontagious appointments include injuries, bites, wounds, rashes. Any of the following symptoms will be seen in the afternoon (fever, cough, congestion, runny nose, sore throat, headache, body ache, vomiting, diarrhea, follow up Urgent Care/ER or follow up hospital discharges)
- C) Any patient coming in for a cough and/or fever should wait in their car and text the respective office upon your arrival. The following is the number that you need to text to: For Summerlin Office: 702-742-2302; Centennial Office: 702-741-2958 and Southern Hills Office: 702-742-0521. We will text you when your room is available. Please note these phones do not accept in-coming calls.
- D) Shot-only visits will be accommodated in the morning ONLY.
- E) For the health and safety of all persons, the patient should only be accompanied by one adult and no other siblings or family members.
- F) Temperature screening of all persons accompanying the patient will be done at our door. Any person with a fever greater than 100.4 will be brought in through a separate entry.
- G) We are in the process of implementing Telehealth video visits for many concerns that can be safely managed without seeing a provider in person. We will continue to keep you informed of our Telehealth opportunities as soon as it becomes available.
- H) We continue to encourage social distancing to minimize the risk to your children and loved ones to COVID-19 illness. We encourage you to AVOID bringing your child to our office for MINOR ILLNESSES. If you are unsure whether or not your child requires an office visit for his/her medical issue, please call our office and speak to a medical staff member.
- I) Please stay informed as the situation is changing rapidly. You can visit www.healthychildren.org for reliable and up-to-date information regarding the COVID-19 illness or other pediatric health information.
- J) Together, we all have the responsibility to help reduce transmission, and especially to protect the vulnerable population of our community - including the infants, elderly, and those with preexisting medical conditions. We all look forward to the day when our offices are again filled with bright smiles and youthful enthusiasm from everyone.

THE PROVIDERS AND STAFF OF DESERT VALLEY PEDIATRICS