

COVID-19. RESPONSE

Ideal and Pediatric and Adolescent Care, P.C.

Your team of healthcare professionals at Ideal Pediatric and Adolescent care are mounting a response to the COVID-19 pandemic using the highest level of precaution. We are monitoring and adhering to the ever changing CDC guidelines.

As your pediatrician, I am recommending you shelter at home if possible, going out only to seek medical care, groceries and exercise.

Our office is safe and we are taking every precaution to keep your children healthy and safe while allowing access to care.

All books have been removed from the office and waiting room chairs are positioned to keep patients at a safe distance from the office staff. **No one sits or waits in the waiting room.**

Parents call from the parking lot before entering the building. If an exam room is not immediately available the parent and child are asked to wait in their private vehicle. Once the exam room has been cleaned and prepared the family is notified and brought into the office for the visit.

We have always cleaned thoroughly but now we are using more intense cleaning products that have been proven to kill COVID-19. We are also taking extra care to wipe items such as clip boards and pencils and have eliminated all other shared items.

Masks are required for all parent or caregiver entering the office. Masks are also required for children age 2 years and older. Masks are NOT safe for infants or children less than age 2 years because of the risk for suffocation.

Parents and children are screened for symptoms and fever before they are allowed into the office.

Only one parent or caregiver is allowed in the office for the child's appointment. This is to reduce your families risk of exposure and to reduce the risk of COVID exposure to our staff. Having only one parent at the visit allows us to keep social distance.

We are blessed to have three exam rooms with multiple windows so **open air exam rooms** are readily available.

Telehealth is being used when possible! This keeps your children safe at home while allowing us to provide care and guidance during this difficult time. We are also more actively using the **Patient Portal**. The patient portal allows parents can access their children's charts and also

allows them to communicate with staff via portal messaging.

We are following the recommendation of the American Academy of Pediatrics for well child care. **Keeping children immunized is a top priority.** We are placing our focus on children less than age 2 years. We are recommending children age 4-5 receive the booster immunizations.

Well-Child visits are being done in the office for ALL AGES. Preventative care remains a top priority.

We are not allowing anyone with illness in the office at this time.

Sick Visits are done in **the parking lot** or via **Telemedicine.**

Our staff is wearing **PPE, including gowns, face masks and goggles and gloves for all visits.** We are balancing the difficult task of managing supplies while keeping our patients and staff safe.

All staff members are completing **temperature logs** morning and evening. If a staff member has an elevated temperature they will not be allowed to work until they are screened and documented negative. We are a small

practice. We need to keep this team safe and protected so we can remain available for your children and for our community.

All these measures are an attempt to be proactive.

COVID-19 TESTING is more available and we are actively testing patients at our office depending on symptoms.

Please do not seek testing if you can manage symptoms at home. Seek medical care if symptoms cannot be managed at home.

Call us if you feel your child needs testing for COVID-19.

Finally, The Ideal Team will be posting updates on FaceBook. These updates are meant to educate and help decipher the ever changing information related to COVID-19.

Please keep in touch and know that Your Ideal Team is eager to help your family during this difficult time. We are just a phone call away.