



Dear PineyWoods Pediatrics Families,

Your PineyWoods Pediatrics physicians and staff are here for you! We are closely monitoring the daily information regarding COVID-19 and will continue to provide care for your little ones. However, in order to minimize any potential exposure, we will be making some changes to our scheduling practices.

**Starting Friday, March 20th, all visits will be by appointment only. In order to preserve safety of all of our patients and our staff, we will not be accepting any walk-in appointments.** All families must call for an appointment. Each child's condition will be assessed by our staff for appropriate treatment. Our clinical staff will ask very specific questions about your child's illness to assess the best possible treatment for your child. We ask that you describe your child's symptoms as clearly as possible. This will allow us to determine whether a telemedicine or an in-office visit is appropriate. For sick visits, per the CDC recommendations we will utilize telemedicine when possible. We will use our HIPPA compliant messaging system, Spruce Health, for these telemedicine visits. If you don't have this app, please contact the office to be enrolled so that we can send you an invitation connecting your profile to our practice. If we feel your child's symptoms need an in-person eval we will be scheduling those appointments in office after 1:30.

We feel that your child's preventive check-ups, including routine vaccinations are important to continue. To allow added protection for your child, we will be scheduling these appointments from 8-1:00 only. These visits are for infants, lactation consults, and well-child checkups. Prior to these visits you will be sent a questionnaire to screen for any current illness. If you have an upcoming appointment scheduled in the afternoon, we will be contacting you soon to reschedule for a morning appointment. Children still need to get physicals and vaccines that protect them from illnesses much more serious than Coronavirus.

With any visit we ask that you remain in your car and call the office to inform us of your arrival. Once your provider is ready to see you, our staff will call you, meet you at the entrance, and escort you directly to an exam room. There will be no check in or check out at the front desk to limit potential exposure. Exam rooms will be designated either "sick" or "well" in order to prevent any cross contamination.

We certainly appreciate your patience and understanding as we implement these changes. We will continue to receive updated information about Coronavirus. Please visit our website and social media pages where we will communicate these updates and changes to you.

Thank you for entrusting your child's care to us as we continue to provide the most comprehensive pediatric medical services. Remember to use basic infection control strategies such as social distancing and frequent hand washing. As always, we will remain available to address your concerns and worries during this difficult time.

Sincerely,

Your PineyWoods Pediatrics Team