

ANNOUNCEMENT

March 23, 2020

Dear Family Members:

We want to take a few moments of your time to discuss the continued spread of COVID-19, commonly known as the coronavirus. Most importantly, we want to update you on the positive steps we are taking to prevent the spread of the virus and how this may affect your visit. We have been preparing for this and we are committed to providing your family with high quality care.

While this is a serious public health issue and some individuals do become extremely ill, we also know that there are some factors that provide some encouragement. First, the COVID-19 illness is relatively mild for most individuals. Furthermore, based on the current reported cases, young and healthy individuals, especially children, tolerate the illness well. We are also encouraged that physicians and scientists are optimistic that this virus will have a vaccine created to protect our communities from the disease, just as we do the flu.

While we remain very encouraged for the long-term outlook, there are many things we must do in the short term to help minimize the spread and impact on our national health system and the vulnerable population. We all need to do our part to lessen the spread. We understand the stress and hardship this is placing on families and we want you to know Pediatric Center at Renaissance will do everything we can to serve and protect our patients, families and employees. Please find below our plan to help make a positive impact.

We have implemented the following additional safety measures:

1. Waiting rooms will be closed until further notice.
 - a. We ask that you only bring the child that has an appointment to the clinic. We must limit the number of people in the clinic at all times.
 - b. Please call us when you arrive in the parking lot.
 - c. We will complete the check in process over the phone.
 - d. Any patient payments will be taken once you are in an exam room.
 - e. Once we have an exam room ready for you, we will advise which entrance for you to use. If there is not an exam room available, you will be asked to remain in your vehicle until such time as we can place you in a room. If we are expecting an extended delay, we will inform you of the wait time.
 - f. Once at the appropriate entrance, a medical assistant will greet you and guide you to your designated exam room.
2. Separate sick and well clinics will be established.
 - a. There will be designated hallways for sick and well children and their families.
 - b. The exam rooms in the respective hallways will only be used for the intended purpose of that hallway.
 - c. We will have designated entrances: one entrance devoted to our patients and/or family members who have no illness, and a separate entrance for our patients and/or family members who have an illness.
 - d. Each hallway will have designated restrooms.
3. Additional cleaning measures are being utilized, focusing on increased cleaning frequency for high touch areas throughout the clinic.
4. Employees at Pediatric Center at Renaissance who have direct patient contact may be wearing simple face masks.
 - a. The CDC considers any provider-patient encounter to have a low risk of spreading COVID-19 if both people are wearing a simple face mask. This means that by wearing masks at the office, it

reduces the likelihood that we will require quarantine if we come in contact with a case of COVID-19. **This is obviously an important step that we must take to stay open so we can continue to serve you and your families.**

5. We will not allow employees to work when showing visible signs of illness.
6. We are finalizing telemedicine planning. This service will be in place by the end of the week. Please stay tuned, we look forward to adding this valuable service to our families.
 - a. This will allow us to see you from the convenience and safety of your own home.
 - b. Once in place, all sick visits will initiate with a telemedicine visit. We will make a determination after this telemedicine visit if the patient will be seen in clinic.
 - c. We will be able to see you for many types of visits, such as ADHD follow-ups, Asthma, rashes, pink eye, medication check-ups, and many more.
 - d. More details on this will be out soon!

We have told you a little bit about what we are doing to help prevent the spread of disease. Along with those efforts, we also have a couple of requests and recommendations for our patients and family members.

1. We ask that patients and family members who have FEVER or COUGH wear a face mask or use some sort of protective barrier over their mouth and nose while inside the clinic.
 - a. We ask that you bring your own mask, if you have one. If you do not have one, please try to bring an article of clothing that you can place over your mouth and nose as a barrier.
 - b. The CDC recommends that people who cannot tolerate a mask (such as younger children) should have a tissue placed over their mouth and nose. We ask that you bring your own and hold it in place.
 - c. We are working to obtain additional face masks for patients to use. When those become available, we will happily provide one for use.
2. Please limit parents/caregivers to no more than 2 individuals over the age of 18. Siblings under the age of 18 who are not being seen by a physician will not be allowed in the examination room.
3. We recommend individuals in a high-risk group try to have an alternate caregiver accompany the child to the visit.
4. If you haven't received a flu shot, don't wait. The last thing we want is to have someone with the flu end up needing medical care and then being exposed to COVID-19.
 - a. If we can safely administer the vaccination while child remains in vehicle, you will not have to enter the clinic.
5. Lastly, we ask for your patience. We are making significant workflow changes to ensure additional protective safeguards are in place. We will do everything we can to make things move quickly and smoothly; however, our biggest concern is the safety of our patients, their families, and our staff.

We appreciate your help in keeping our clinic as safe as possible. These new procedures will ensure that we continue to comply with, and in some cases exceed, the CDC's recommendations to prevent the spread of COVID-19. We believe that we are making our clinic as safe, or even safer, than most other public facilities in the area.

Again, we want to thank you for cooperating with us and allowing us to serve your family's health care needs through this challenging time. Please reach out to us if you have additional concerns or questions.

-Pediatric Center at Renaissance

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