



Willow Bend Pediatrics

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COVID-19 UPDATE:

First, we hope you and your family are staying healthy. As information continues to change, we too must adapt our policies to diligently maintain only the highest possible standard of care in light of the COVID-19 pandemic. We are continually staying up to date with current local health official recommendations and guidelines. We are taking precautions to ensure the health and safety of our patients and staff.

We understand that these are uncertain and challenging times for all. But please trust that your care, health, and safety remain our top priority. We appreciate your understanding of these new policies and procedures we will be implementing:

1. We will be triaging every appointment made / caller for coronavirus concerns
2. If you have had close contact with a suspect or laboratory-confirmed COVID-19 patient, or who have a history of travel from affected geographic areas (anywhere in Europe, China, Iran, South Korea, Washington state, California, New York City) within the last 14 days, please do not come the office. Please call and you will be given instructions via phone.
3. Any patients with fever and signs/symptoms of lower respiratory illness symptoms, cough and shortness of breath, and concern for coronavirus requesting testing, please do not come to the office. We do not have COVID-19 testing capabilities at this time. You will be given instructions on where you may go to get tested.
4. If you have mild respiratory symptoms that do not warrant urgent care, please stay at home for 14 days and monitor. Call us if symptoms worsen.
5. We ask that if you have a non-urgent appointment previously scheduled, including well child checks not requiring vaccinations, to please reschedule these to a later date.

6. We are highly encouraging social distancing during the next few weeks in prevent spread, as well as frequent hand washing/ sanitizing, and avoid touching your face. This includes not coming to the office unless extremely necessary.
7. We ask that all families sanitize upon entering our facility, upon entering the exam room, and upon leaving the exam room.
8. We ask that families minimize amount of individuals coming into the office (i.e. one care provider for the patient)
9. We may be wearing masks when appropriate or ask you to wear a mask if warranted .
10. We will be removing magazines, books, and toys from waiting areas and exam rooms.
11. We will make efforts to group well visits for early morning time slots and group sick visits for late morning and the afternoon and encourage parents to schedule as such.
12. We will be having well check visit patients come through the front door. Sick visits we will ask you to call us when you arrive but wait in your car. You will be then be called when an exam room is ready for you to come straight through the back door to a designated exam room.
13. We will sanitize and wipe down waiting areas regularly and exam rooms after every patient.

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