Hello from [Practice Name]!

We hope that this note finds you and your family safe and healthy! We want to thank you for being flexible and understanding as we adjust office protocols to keep patients and families as safe as possible during this unprecedented pandemic.

As you probably know, Pennsylvania guidelines have transitioned over recent weeks as we’ve “flattened the curve” in our state. Current guidance encourages Pennsylvanians’ access to necessary health care visits. These necessary visits include regular checkups (to track healthy growth and development) and routine immunization visits (to protect children and prevent outbreaks of vaccine-preventable disease).

Your family’s health and safety is our primary concern!As such, we want to make you aware of our office’s new protocols and additional safety precautions.

At [practice name], we have made some big changes within our office setting. We have [insert changes made such as separate healthy/sick hours and rooms, triage in parking lot, telehealth, enhanced disinfecting between visits, physical distancing in waiting rooms, screening of staff, etc.].

We’ve also adjusted our protocols for patient visits. For all visits, please call our office at [XXX-XXX-XXXX] so that we can find the best way to address your child’s needs. We request that ONE healthy parent or guardian accompany patients to all in-person visits. We ask that you avoid bringing additional children to in-patient appointments at this time. When you visit our office, you’ll notice that we’ve made adjustments to the following: [insert changes such as new no-touch (or physically distanced) check-in procedures, staggered appointment times, universal masking, removal of toys, books, and magazines, enhanced cleaning of all high-touch surfaces, virtual check-out procedures].

* For patients with a “non-contagious” issue, appointments may be offered through telehealth or be scheduled during our well-child visit hours [insert hours here].
* For patients who are sick, appointments will be offered during our sick-patient hours [insert hours if standardized]. We have developed the following protocols for sick visits: [discuss specific procedures for sick patients such as calling at arrival and remaining in vehicle until you have further instructions, payment and forms online, etc.]. If appropriate, appointments may be offered through telehealth.
* For children ages 2 and under, appointments will be offered during our well-child visit hours [insert hours here]. We have developed the following new protocols for well-child visits: [discuss any adjustments here]. We encourage you to maintain your well-child appointment schedule during this important stage of your child’s development. These visits allow for assessment of your child’s growth, tracking of your child’s milestones, and maintenance of immunizations to protect your child from vaccine-preventable disease. If your child is behind on immunizations (or is due for a vaccine in the near future), please call our office to schedule an appointment. If you are unsure if your child is up-to-date or in need of a vaccine, please call and ask our office staff to check your child’s immunization records.

Please know that these measures are in line with current guidance from Centers for Disease Control and Prevention (CDC), American Academy of Pediatrics (AAP), and Colorado Department of Public Health and Environment (CDPHE). We are confident that the policies discussed above will help to maintain the best health environment for your family and all of our patients.

Sincerely

[Insert Practice Name]!