

Thursday March 25th, 2021

Dear Parents, we hope everyone is staying healthy during these times. At Harbor Pediatrics, we continue to undertake a series of adjustments to try to ensure that we can continue to provide quality care to everyone. These changes are similar to many of our pediatric colleagues and represent what we think are the best ways to keep everyone as healthy as possible.

1. **Guests** - We are a pediatric practice, and we understand that many families have more than one child. At this time, we are requesting that you limit the number of people accompanying your child to their visit. Respectfully, siblings, relatives, neighbors, friends, and especially grandparents should not be accompanying you and your child. We understand that this poses a challenge for some families, and we sincerely apologize but we do not want to risk guests either transmitting or becoming ill from a visit. Please call us for further details if necessary.

2. **Changes to our check-in process.** It is impossible to maintain a social distancing perimeter in a waiting room. Therefore, we are keeping our waiting rooms closed for the time being- both the “sick waiting room” and the “well waiting room”. Fortunately, our parking is immediately outside our office (vs in an office tower).

- Once you have arrived and parked at our office, please call the office (949) 645-4670. Let the front office know that you have arrived for your designated appointment
- While on the phone with the front office, you will be “signed in”, critical information will be confirmed (e.g. address, email, best phone numbers, Facetime/Skype), and copays/balances will be collected. Once this has been completed, we are asking that you stay in your car until our staff comes out to escort you.
- Our staff will physically come out of the office and show you into our office. As you know, our office has two wings. There are two front doors “well” and “sick” as well as two side doors (one for each wing). Depending on the nature of your visit, we may have you entering and exiting the office through doors you are not accustomed to using. Again, we will escort you into the building and also direct you towards your exit.
- We no longer have toy buckets at the end of the visit - they are a significant risk. We have also taken almost all toys and books out of the exam rooms for the same reason.

3. **Changes in our appointment structures.** We are re-structuring the work flow of the office to make every effort to keep a healthy environment.

- Check ups. We think it is important to continue with interval / annual well exams / check-ups. For newborns and infants, vaccines are still a critical part of your child’s future health and well-being. We strongly advocate continuing to come in for monthly / annual exams. When you arrive in the parking lot, please call the office (see procedure above). When our staff comes to escort you, they will first check you and your child’s temperature. If either of you are ill or have a

fever, we kindly ask that you reschedule for a make-up once you all are well. Expect our staff to be masked, gloved, etc. This is for everyone's protection. This does not imply that we are ill nor that we think your child is a particular hazard - it simply reflects the reality that we must all be safe these days.

- Sick visits. We have structured the day so that when we see a sick child they are not on the schedule amongst any of our well exams. We are being diligent in scheduling our appointments to allow for both well children to be seen without being at risk from an ill child. Again, our staff will be masked, gloved, etc.

4. **Telemedicine.** We have incorporated telemedicine into our practice. Telemedicine allows us to continue to provide a means to communicate and potentially evaluate your child's medical issues that may not require coming into the office (e.g. rash, pink eye, reflux, behavior consults). If we determine that an office visit is necessary, telemedicine may help expedite the visit so that it can be completed in a matter of minutes (e.g. hurts to pee - drop off urine sample).

5. **Avoiding COVID-19.** We are all undoubtedly a bit stressed about this illness. Keeping everyone safe starts with each of us doing our part and keeping our kids and ourselves safe. This is not the time to be having play dates, group events, etc. There are other illnesses aside from Covid-19 that are still out there such as RSV, strep throat, adenovirus, etc. Don't take risks that will ultimately require you to interact with us, or other health care workers. We love you guys, but we'd much rather everyone stay home and well. We strongly urge you to practice smart and responsible social distancing procedures.

WORK WITH YOUR KIDS - HAVE THEM WASH THEIR HANDS AND TRY TO NOT TO HAVE THEM TOUCH THEIR FACE.

6. **Testing for COVID-19. We are currently testing for Covid-19.** We are pleased to offer this service to our patients and their parents as well. Our office uses the BD Veritor Rapid Antigen machine with results in 15 minutes. Please see the list below of the insurance companies that are currently reimbursing for this service.

Aetna PPO
Blue Cross PPO
Blue Shield PPO
Cigna PPO
United Healthcare PPO

If you have HMO insurance or pay for your medical expenses out of pocket, the charge for this test is \$40 per patient.