

## Communicate with your patients about COVID-19 and keeping them safe

Send out weekly emails, posting videos and updates on social media to keep patients updated on your procedures for seeing them safely. Consider these introductory statements for your front desk staff, websites, voicemail or phone tree message, etc.

Phone (live call/message) example: "During this COVID19 pandemic, XYZ Pediatrics wants to ensure that your family is safe when you come to see us. We want you to know that we have taken steps to keep you and your child safe including..."

Website example: "During this COVID pandemic, XYZ Pediatrics, knows that families are concerned about their safety. We can assure you that we share that concern. Our practice has taken the follow steps, following the American Academy of Pediatrics and the CDC guidelines to **enhance our cleaning practices; promote universal protection including masks and gloves; minimize your time in our public spaces; and protect our staff**. These are steps we have implemented in our practice to address these areas such as..."

### Wearing Personal Protection

- 1) We have implemented Universal Masking for all staff
- 2) We are asking all patients/caretakers wear their own masks on arrival
- 3) When we are examining your child, all staff will wear basic PPE (Gloves, googles and Mask)

### Enhanced Office Cleanliness and Reduced Contact

- 1) We have removed all toys, books and magazines from waiting areas, exam rooms, and common areas
- 2) We have enhanced all cleaning practices on all high touch surfaces (doorknobs, exam tables)
- 3) We are using disposable pencils to sign in
- 4) We are offering on-line check in through our patient portal and handling payments virtually (when possible)
- 5) We have created a physical distancing barrier between front desk and patients.

### Social Distancing

- 1) We are actively screening patients prior to visit for any symptoms or exposures to avoid unnecessary visits
- 2) We are redirecting those with mild symptoms to **phone consultation or Telehealth** (if available)
- 3) We are screening patients who arrive immediately and direct those with symptoms to a designated sick room
- 4) We are offering all patients to check in at the desk or by phone upon arrival and return to their vehicle until visit
- 5) We have changed the patient flow through the practice to minimize contact with others by:
  - a) Actively limiting number of persons in waiting area and check in, and are maintaining social distancing
  - b) Scheduling well, sick and the most vulnerable patients at specific times of day to keep them separated.
  - c) Designating separate sick and well exam rooms
  - d) Allowing Patients to checked out in the room and leave via separate exit