



As the coronavirus pandemic continues, it is important that we are able to provide care for our patients and that our patients feel as safe and comfortable as possible coming to our office. Over the past several weeks, we have made numerous changes to our standard office procedures in order to be able to continue to provide health care to your children in a safe, effective manner while maximizing our ability to maintain social distancing. Among the many changes we have made to protect you and your children, as well as our staff and ourselves are:

- We have significantly limited the need for check-in and check-out. Our staff is calling in advance to handle issues typically addressed at the check-in and check-out desk. This allows you to come in and out without any direct interaction with front-office staff in most instances and eliminating the potential for standing in a line waiting to check in or out.
- During the precheck-in call, all patients are screened to make sure there is no one in the home with symptoms concerning for coronavirus or known potential exposure to coronavirus. Anyone with concerning symptoms or history among any household member is rescheduled.
- We have eliminated the use of our waiting room. During the precheck-in call, you will be given a phone number to call upon arrival in our parking lot that rings at the check-in desk and you will be checked in directly from your car. You will be given a room number and proceed directly to your room bypassing the waiting room completely.
- We are limiting the number of people in the office by limiting visitors to the child being seen and one adult (for parents that have additional children and no way to arrange appropriate child care, exceptions may be made but should be discussed with staff in advance).
- We have significantly limited the number of sick children coming to the office by utilizing telehealth for the majority of our ill patients. When telehealth is not appropriate, we are utilizing alternative means of examining patients including examining them in their car whenever feasible or in a separate portion of the building when they must come in.
- When a sick patient must come into the office, they are using a separate entrance and exit and are being seen in rooms that have been closed off from the rest of the office. Staff is seeing these patients with appropriate protective equipment on and is removing the protective equipment before exiting the closed off portion of the building.
- We have extended the amount of time between appointments to minimize the number of patients entering and exiting the building at the same time and to also allow for more thorough cleaning of the rooms between each patient.

- We have installed even more hand sanitizer stations throughout the building, especially in high traffic areas, so they can be more easily accessed by the patients.
- We have installed physical barriers (sneeze guards) at the front office desk as an added protection for the few instances that do require you to stop at the check-in or check-out desk.
- We encourage everyone to use our on-line patient portal for sending and receiving forms whenever possible. This also allows you access to your child's shot record and other important information without the need to stop at the exit desk. If you need to set up or reset your child's patient portal, please call the office at 570-346-1464 and we can help you do that.
- In accordance with Department of Health regulations, all of our staff are wearing masks and we are requiring anyone over the age of 2 to wear one when entering the building.

Of course, we will continue to monitor guidance from all authorities on a regular basis and make additional changes to our protocols as needed.