



We are thinking of you all in this difficult time. We are continuing to follow all updates on coronavirus from the CDC, CT Health Department, and Yale New Haven Hospital on a daily basis. Due to the growing concern over COVID-19 (novel coronavirus), we have made temporary changes in our office practices. Our top priority is to keep everyone safe and healthy, and so during this time we are taking extra precautions. Our patients are being brought directly into an exam room. Our doctors and nurses are wearing masks. We are wiping down exam rooms before and after each visit. As always each exam room as well as each of our waiting rooms is permanently designated for either well or sick children only.

At this time we will still be in the office starting at 8am Monday to Friday. However, for the safety of our patients and staff we will not have walk-in hours. Please call the office to schedule an appointment for your child. In-office sick visits will be determined at the discretion of a provider.

If you have a simple question, a nurse can assist you over the phone. If you need to speak to a doctor, you will be scheduled for a telemedicine visit.

The AAP has recommended that all children stay up to date on all immunizations. Therefore, we have been, and will continue to see all of our patients in office for their well visits. Prior to your well visit, we will be confirming that your child and everyone else in your house are well and do not have any known COVID-19 exposures. At this time, only certain sick visits as well as medicine refill requests will be scheduled as telemedicine visits. If you would like to be seen via telemedicine, please call our front desk to schedule that appointment.

Please keep in mind that we cannot do COVID-19 testing in the office, for the safety of our patients and staff. COVID-19 testing is available at various testing facilities. If you are concerned that your child has a known positive contact as well as fever and cough, we will schedule a telemedicine visit and fill out the appropriate paperwork to send your child for testing.

This is an overwhelming time for everyone. We are always here to guide you and your children. Be prepared and responsible, but take deep breaths. Please remember:

- Practice good hand hygiene (wash hands for at least 20 seconds - it works!)
- If soap and water aren't available to you, use hand sanitizer with >60% alcohol
- Cough and sneeze into a tissue or your elbow - and then WASH YOUR HANDS!
- Practice social distancing (avoid playdates, parties, group gatherings, etc.)
- Remember! You can still go outside in your backyard and play or go for a walk.
- Continue to see your friends and family via FaceTime
- Enjoy this time with your family!

Be kind. Be supportive of each other. Remember, we will get through this together!

From all of us at Valley Pediatrics of Greenwich