

3/16/2020

To the patients and families of Oldham County Pediatrics:

Thank you for choosing us as your medical home. We consider this responsibility an honor and a privilege and want to be a healthcare authority for you during this time of uncertainty. Please take a few moments to read some information on Covid-19 and on updates regarding the care we will continue to provide amidst this pandemic. (We specifically request that you read this letter in its entirety, as it will hopefully answer many of your questions and provide necessary guidance for the coming days.)

As you likely know, the overwhelming majority of severe illness appears to be in the non-pediatrics age group (50+). It is suspected, however, that the pediatric age group is actually infected in equal number, just with mild or perhaps no symptoms. This likelihood clearly suggests that we cannot merely relax with our patient population. Since we recognize how threatening the virus can be to older (and other vulnerable) populations and how easily (and unintentionally) it can be transmitted by all, we must each play a crucial role in helping to protect the health and well being of one another. With this in mind, Oldham County Pediatrics will be making some changes in our practice of patient care in the office, effective immediately. These changes are being implemented in an effort to respond responsibly to the COVID 19 pandemic while remaining constantly committed to meeting the essential needs of preventative and acute care for our pediatric patients. As you read over and consider the following changes, be confident of this: WE WILL BE HERE FOR YOU.

Here is what you need to know:

1. Continue to call for scheduling routine appointments and we will schedule accordingly.
2. Upon receiving calls for appointments, staff will inquire about COVID 19 exposures and travel history during the past 2 weeks.
3. *****We are temporarily suspending use of our waiting rooms at both locations, both sick and well. We ask that you call upon arrival to the office and notify our front desk staff. Please update them at that time any changes to your address or phone number. They will also collect your co-payment at that time as applicable. When an exam room is available, we will call you and notify you that a room is ready. You may then come to the appropriate door where one of our clinical staff will take you directly to a designated "well" or sick" exam room. We will carefully maintain efforts at social distancing and maintain our routine practice of sanitizing rooms between each encounter. Parents and families will also be dismissed from rooms one at a time in order to keep patients and families safely separated.
4. We would like to limit the number of persons accompanying patients. When at all possible, please have only one person per patient enter the office. We of course understand that families with limited child care cannot always adhere to this guideline.
5. We are urgently pursuing Telehealth access for select patient visits. In preparation for this means of care, you must download the Healow application on your smartphone or sign up for the patient portal at the following address: www.oldhamcountypeds.com. Telehealth encounters will be submitted to your insurance provider. Please understand most encounters require face to face physician patient interaction for optimal care so many visit types will not be eligible for this service. More information to come on this as available.

6. Allergy shots will be by appointment only until further notice. We will have you follow the same protocol as above. All allergy shots will be administered in an exam room and in turn we will ask you to stay in that room until your 30-minute wait period is over.
- 7.

Here are a few common questions you might still have:

- Are we testing for COVID-19? **NO. If a need to test is suspected, we will direct you accordingly.**
- Is there specific treatment for the virus? **No. At this time care is supportive only.**
- What is the time-line from exposure to infection to evidence of symptoms? **2-14 days.**
- Contact resources should you have concern of exposure: **The state of Kentucky has established a COVID-19 hotline: 1-800-722-5752**
- How can we lesson the risk of spread? Excellent hand hygiene is imperative. It appears that social distancing (maintaining a distance of at least 6 ft from one another) is also crucial. Clearly, unity in respecting the guidance of our leading health experts on advised restrictions and limitations is paramount. We are in contact with local experts and will update as needed via our Facebook page.

Thank you for taking the time to read this in its entirety!

Sincerely,

Your team for pediatric care at Oldham County Pediatrics.