



May 13, 2020

To the Parents and Patients of Tanque Verde Pediatrics:

Starting on Monday, May 18, 2020, Tanque Verde Pediatrics will start seeing our patients for well visits in a controlled environment and with continued pandemic policies. As always, your family's safety is our top priority. To that end, we have put scheduling and triaging policies in place to optimize the health of your family when you come in for your well visits, school physicals and check ups.

Since the very first case of COVID-19 was diagnosed in Pima County, we have had procedures in place to protect the wellness of our patients and staff. We have had these policies in effect for the entire length of this pandemic and will continue to do so as more patients come into our clinic.

We have instituted a **curbside check-in** to avoid waiting room traffic and exposure. We have directed traffic flow in the clinic to make sure that patients are not passing each other in the hallways. We clean and sterilize all instruments and rooms before and after each patient. Our staff wear masks and gloves with each patient interaction and follow strict hand-washing procedures. We ask that parents and patients over 2 years old wear masks while in the clinic as well. If you do not have one, one will be provided to you. Please see our video for a fun visual of this procedure. It is located on our home page at tanqueverdepeds.com.

We are scheduling well visits with adequate spacing throughout the morning and early afternoon. We will add more visits as the demand increases. We are committed to your safety and are following CDC and AAP guidelines. We are seeing patients with any viral symptoms in a separate area and at a separate time of the day to avoid in-office exposures. We are using a lot of telemedicine these days to help you avoid leaving home altogether. This has been a huge hit with our patients so far! If you would like to schedule a telemedicine visit now (or feel like you might in the future), please register with our platform "Anytime Pediatrics" through our home page at tanqueverdepeds.com or by clicking this link: <https://portal.anytimepediatrics.com/login/2585>

If you'd like more information on **telemedicine**, please click here: <http://tanqueverdepeds.com/telemedicine.htm>

Due to the success of these policies and the lift of the stay-at-home orders, we at Tanque Verde Pediatrics feel confident that we can start seeing your children for well visits safely. These policies will remain in place until it is recommended to lift or adjust them. Until now, the only well visits we have been doing have been those associated with immunizations. But as you have heard us say, ALL well visits are essential parts of your children's health and well being. So, **we will begin to see all ages for their well visits on May 18, 2020.**

How can you help? The more that you can do from home to lessen your time in the office will be helpful. Before your visit, review the list of tests that are recommended for your child's age. You will have health questionnaires to fill out (and your teen will, too) prior to your visit. **Please do these via the portal prior to your visit.** You will get a text confirmation and link to the

surveys the day before your appt. You will also have a COVID-19 Pre-Visit Survey that we need you to fill out PRIOR to your visit to ensure our office's and patients' safety. Please do so. **All school physical forms will be sent via the portal, not printed out**, so if you need a refresher on the portal or need a new account, please call our office! Thank you for your time and energy in this regard.

As always, we have information on our website regarding medical visits by phone (which carry a charge to your insurance), telemedicine visits (charged to your insurance) and in-person visits. These visits may be associated with a copay according to your insurance. **Please be familiar with any policies that your insurance has during pandemic times and after.**

Are you happy with Tanque Verde Pediatrics and our staff and doctors? Please let Tucson know! We always welcome and value your **referrals and reviews!**

<https://www.yelp.com/biz/tanque-verde-pediatrics-tucson>

https://www.google.com/search?source=hp&ei=uvm2Xt6VFOvB7gLXvInoCQ&q=tanque+verde+pediatrics&qs_lcp=CgZwc3ktYWIQAxgDMgQIIxAnMgQIABBDMgcIABAUEIcCMgUIABCRAjIHCAAQFBCHAjICCAyAggAMgIADICCAyAggAOgUIABCDVDnDViDEmDKJGgAcAB4AIABogGIAbgGkgEDMC42mAEAoAEBqgEHZ3dzLXdpeg&sclient=psy-ab

And please follow us on facebook and instagram for our latest news, informative posts and fun videos!

https://www.facebook.com/search/top/?q=tanque%20verde%20pediatrics&epa=SERP_TAB

Also, we are seeing a stark rise in **depression** and **anxiety** in both parents and patients during this time. Know that we are here for you and your children. If you feel like you or your child needs help, we are a good first step. Call today to schedule a telemedicine appointment so we can help. You are not alone!

Are you considering antibody testing for your children for COVID-19? Currently, for many reasons we are not recommending testing, but we may in the future. For more information on why it may be good to wait a bit, please click this link: <https://www.theatlantic.com/health/archive/2020/05/coronavirus-antibody-test-immunity/611005/>

Lastly, thank you to all of our families who have reached out with homemade masks, supplies, snacks, and love to our clinic for the past 7 weeks. Every note, "like", "share", phone call, kind word and gift have lifted our spirits. We feel the love!

Sincerely,

The staff and doctors of Tanque Verde Pediatrics