



To our Patients/Parents:

Due to the current spread of Coronavirus and COVID-19, Tanque Verde Pediatrics is instituting new policies in our office to limit contagion and keep our patients safe. We regret that at this time it is of greater importance to limit contagious risk than to see your primary care doctor, but we will make every effort to preserve continuity of care for your families. We have an exceptional staff and feel comfortable with your children seeing any one of our physicians.

We will continue to see all well and sick visits at your discretion and the discretion of our office. We are preferentially scheduling well visit and non-infectious visits in the morning and sick visits in the afternoon.

For at least the next four weeks (3/15/2020 - 4/19/2020), these are the changes you will see in our office to ensure your and your children's safety:

If your child is sick, please call our office. You will not be scheduled immediately. You will be triaged to an appropriate appointment time and place if indicated.

If your child, age 2 and older, has cold symptoms that are managed at home, please continue to do so. If you have any questions regarding their care, please call our office.

If your child has any risk factors for Coronaviral infection, the triage nurse will schedule an appropriate appointment with an MD to evaluate your child in our parking lot, in your car, to assess him/her and obtain any appropriate labs and provide any appropriate treatments. Currently, only those with travel or exposure risks AND fever or cough will be tested. If your child is tested, he/she and your family will need to be self-quarantined for 14 days or until you have a negative result, which will take up to 1 week. Testing is limited to CDC guidelines.

If your child has cough or fever, he/she will only be seen in the afternoon. You will be asked to wait in your car and call with your arrival to receive further instructions.

If your child needs a well visit, follow up visit for non-infectious symptoms, circumcision, weight checks, immunization visits, or TB testing visits, they will be preferentially scheduled for the morning only.

If you have an existing visit in the next 4 weeks that does not follow these recommendations, you will be getting a call from a staff member to reschedule.

Our office is committed to your children's health and safety. To that end, we are disinfecting our waiting rooms hourly and will continue to disinfect our exam rooms after every encounter. We have removed books and there is not longer a sticker box.

This situation is fluid and is changing daily. Please check our website for updates to our policies and for resources from the CDC and [healthychildren.org](https://www.healthychildren.org) for further information.

Thank you for your patience and understanding during these difficult times.

The doctors and staff of Tanque Verde Pediatrics