

# TOUCHPOINT

PEDIATRICS, P.A.

March 2020

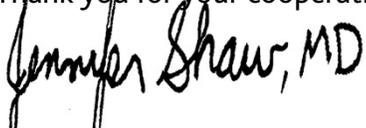
## Coronavirus (COVID-19) Precautions at Touchpoint

The Touchpoint Team wants to ensure the health of our patient families. To this end, we have established various processes and procedures to help protect our patients and their families.

- **There is no reason to alter your care plans/scheduled visits at Touchpoint.** Our facility is very different from high volume environments. Our scheduling protocols inherently limit exposure.
- **We disinfect throughout the day and between patients.**
- **We continue to have designated sick exam rooms and well visit exam rooms.**
- **All "sick" visits with cough, fever or shortness of breath should come through our back door to be put directly in an exam room.**
- **We are not able to test for the Coronavirus (COVID-19) in the office.**
- **When our staff schedules your sick appointments, they will ask some screening questions.** If you, your child(ren) or anyone you have been in contact with has been traveling to a high risk area in the past 14 days and exhibits these symptoms (Fever, Cough or Shortness of Breath), please call our office from the parking lot and we will have one of our staff members meet you and your child(ren) in the hallway just outside our glass doors to escort you through our back door directly to one of our disinfected acute care rooms.
- **Our waiting room should not be entered by anyone with fever, cough of shortness of breath.** As a prudent safety measure, we have decided to remove most toys, books and magazines from our waiting room and exam rooms. Please note that we clean all exam rooms (well and sick) before every patient. The entire waiting room, door handles, counters and other equipment are cleaned multiple times throughout the day. As you are aware, the waiting time in our waiting room is quite short and we will escort you directly to an exam room when available. If you prefer, you can call from your car and we will call you back when we can place you directly in an exam room.
- **When possible, limit those attending your visit to the patient and (1) adult caregiver.**
- **Your well child check and health management visits are essential to ensure the proper development and health of your child(ren).** We have had some patients cancel upcoming appointments due to fear of being exposed to the virus. Delaying a well visit may mean delaying recommended immunizations, thus increasing the risk of other illnesses or a delay in detection of a health problem. If you do cancel your well visit, this decision may impact your choice of physician and timing in the future, since Spring is our busiest season. Please try to have all paperwork including developmental surveys completed before arriving. Our cancellation and no-show fees remain in effect.

For accurate, up to date information, refer to [cdc.gov](https://www.cdc.gov) or [healthychildren.org](https://www.healthychildren.org). Check our website and Facebook page for updates on our practice procedures.

Thank you for your cooperation. Be well!



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