



To our Kids First Patients:

As the outbreak of COVID-19 is rapidly unfolding in the country, we are making changes at our office to help prevent the spread and to protect our patients, parents, and staff as much as possible.

Starting tomorrow, March 17th, we are moving ALL well checks to the morning hours and sick visits in the afternoon. If you have an upcoming appointment in the afternoon or evening hours, you will receive a call to reschedule it into the morning hours. If you are unable to make the morning appointments, we will keep a list of your initial appointment time and accommodate later in the spring when this is over. If you or your child becomes ill prior to their well visit, please call the office to reschedule your appointment to another time. We are also asking that a healthy parent accompany the child to the visit. If you are feeling ill prior to the appointment, please call the office to reschedule. Finally, we are asking that only the scheduled patient come to the appointment. We realize this may be difficult, but we are trying to keep exposure and the number of people coming through the office to a minimum.

We are actively looking into telehealth, where appointments are done remotely. Although not ideal, it may help in this uncertain time.

If you suspect exposure and infection with COVID-19, please call the Illinois department of health, your county health department, or the Illinois COVID hotline at 800-889-3931. Please do not come unscheduled into the office. If you need to pick something up or drop something off, please call the office and we will attempt to do this remotely to avoid exposure.

Unfortunately there is incorrect information out there that testing kits are available. At this time there are no tests available in the community for testing. ALL testing would be done through the health department.

If your child has a fever and cough and there is no known exposure to COVID-19 and no recent travel to high risk areas (Italy, China, South Korea, Iran) PLEASE call the office to talk to our nurses before scheduling an appointment. All appointments will be made by our nurses. We apologize for any increased wait times as we address everyone's concerns.

The most important thing is to remember to remain calm. Most people who contract COVID-19 will, as with most respiratory illnesses, have mild symptoms that can be managed at home with rest, fluids, and over-the-counter fever reducers. If the fever is lasting more than 3 days or breathing becomes more difficult, please call our office.

With schools and many establishments being closed to help prevent the spread of COVID-19, please remember to keep practicing "social distancing". Do not go into large crowds if possible to keep from contracting or spreading the disease. Please continue to wash your hands for at least 20 seconds with soap and water (singing "Happy Birthday" two times is a good way to get the timing right), try not to touch your face and remember to cover your cough and sneeze or cough into your elbow. If you feel sick stay home

and encourage others to do the same. Remember, we are all in this together. The following illustration best demonstrates why social distancing is needed:



This is a challenging and difficult time. Information is coming in and the staff at Kids First Pediatrics are here to help you and your family. We appreciate your cooperation as we navigate this as best as possible. We will update you as information becomes available.

Thank you,

Kids First Pediatrics