

To our patients and families:

At Bethany Pediatrics we are committed to providing you superior care and guidance during this unprecedented public health emergency. You and your children's safety and health continue to be our most important priority. As such, we would like to announce a few changes we're implementing in our office to reduce your risk of exposure to the novel coronavirus.

- Well and sick visits will take place at different times of the day. It is our goal to not have any ill patients in our office during your child's wellness visits.
- We have enacted a COVID-19 screening and isolation protocol that minimizes risk of our patients to possible cases.
- Exam Rooms, patient waiting areas and all potential high touch areas will be sanitized multiple times throughout the day with medical grade disinfectants.
- You will have the option to wait in your car until your child's exam room is available. If you wish to take advantage of this option simply call our office when you arrive, leave us your cell phone number and we will check you in and contact you as soon as your room is ready.
- All sick visit patients will be instructed to directly exit the building after their visit. We will handle typical checkout procedures (scheduling, notes, referrals, records etc) by phone, without subjecting you or others to lines or crowding.
- To minimize traffic through our doors, we are asking you to mail routine forms, letters or controlled prescription renewal requests to us with a stamped self-addressed envelope. We will handle these expediently.
- We will be offering phone consultation with one of our providers to determine whether your child indeed requires being evaluated in the office or is better served staying at home.
- Our partners at Hackensack Meridian Health are offering Telemedicine consultations through the "Convenient Care Now" mobile app should you feel more comfortable interacting with a provider without leaving your home.
- We are re-arranging our waiting room to create greater distances between patients.
- We are requesting only one caregiver accompany patients to their appointments.
- We are requesting all sick patients to hand sanitize upon entry to the office and follow infection prevention etiquette.

The COVID-19 pandemic is unlike any public health crisis the world has seen in our lifetimes, but we hope you can rest easier knowing we are doubling our efforts to ensure your children's well being and remain available at all times to guide you through this situation as it unfolds.

Sincerely,

Your providers at Bethany Pediatrics