

Dear Parents and Families:

Your team at Partners 4Kids is closely monitoring the outbreak and spread of COVID-19. We know that you have many questions and fears in these uncertain times. While we strive to maintain good hygienic practices, we are ramping up our efforts and sharing with you further preparation and management for this virus in our community, to protect and care for our team members, patients, and families.

We are coordinating with VI Department of Health, Schneider Regional Medical Center, BVI Department of Health, as well as other health care providers and organizations to take every precaution to prepare us to provide safe care to all of our patients, including those who may present with symptoms of COVID-19.

Our procedures:

- When you call for an appointment, we will be asking you screening questions to determine whether your child may have signs of COVID-19. If there are signs, you may be asked to wait in your car and a team member will assess the acuity of your child's illness to determine whether emergent care is needed or safe to go home with supportive measures. Department of Health will be contacted to provide further screening to determine if testing is appropriate.
- We will obtain as much information as we can over the phone prior to your visit. Once you arrive there will be separate check in process. If you are well, the check in process will continue as normal. If you are sick, a team member will come to the designated sick room in protective clothing.
- If you are scheduled for a well visit and your child is sick, your visit will be changed to a sick visit such that we can keep our sick and well populations separate.
- We will also institute telemedicine services for urgent care after hours and weekends. More information to follow shortly.
- To reduce spread, all sick patients with respiratory symptoms (cough, runny nose) will be given a mask to wear upon arrival.
- **We will continue to dedicate rooms for well patients, newborns, and sick patients.**

- We will change our schedule to see our sick patients in the afternoons and well visits in the mornings on Tuesday through Friday. Mondays will be reserved for sick visits only
- We will remove all books from our reception area
- We will not give out books in the exam rooms to reduce transmission of germs.
- As per our policy any sick team member who has fever and cough will not allowed to come to work.
- We will continue to sanitize our exam room surfaces between each patient encounter with a high-grade disinfectant that kills the Coronavirus germs.
- We will continue to have terminal cleaning after hours
- We will continue to have our couches steamed and sprayed with disinfectants.

How can you help us help you:

- We ask that you please consider not bringing other children or family members, nonessential to office appointments especially the elderly (60+) or those with chronic medical conditions.
- We ask that you keep children from eating in the office and exam rooms. The exception being infants who are nursing or formula feeding.
- We ask that you are timely for your appointments.
- Please ask us any questions that you may have and share information with us.

We are putting these changes into place to attempt to reduce the contact between patients who are in the office at the same time. **Partners 4Kids is putting these measures in place now to try to be as proactive as possible!** We know that these measures will work only as well as our families are willing to abide by them. Please help us to help all of our families remain as safe and healthy as we can. Please check out the links below and our Facebook page for ongoing information.

We want to thank you in advance for your patience and adherence to these new procedures.

For current information about Covid-19 please visit:

Center for Disease Control: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

VI Department of Health: <https://doh.vi.gov/> BVI Government: <https://bvi.gov.vg/>