



April 1, 2020

Dear PANS Families –

We are grateful for all your efforts to limit the spread of COVID-19 and are thinking of those in our community already affected by the virus. We want to update you on our procedures in the practice during the pandemic.

**WE ARE OPEN!** We continue to safely provide care to both well patients and ill patients. The procedures outlined here are intended to protect you and our staff from exposure to COVID-19 and enable us to continue providing for your/your children's needs.

**We have separated times in the schedule for visits for healthy and sick patients.** You may receive a call from the office to reschedule appointments to fit into this schedule. **Well care for young children** needing assessment of growth and development and needing vaccines is considered essential healthcare and we continue to encourage these appointments. We will check in with families the day before scheduled appointments to ensure that those scheduled in the “healthy” blocks have not become ill.

**All requests for acute care appointments will be screened by a nurse.** The nurse will implement our guidelines for scheduling in-office or telemedicine visits. All visits must be scheduled in advance – whether in-person or by telemedicine. When you have a telemedicine appointment, you can access our virtual “waiting rooms” from our website: <https://www.pansdocs.com/telemedicine>.

**We ask that children be accompanied to the office by only one healthy adult.** When you arrive at the office for a visit, you will not stop at the front desk to check in; you will be sent directly to a room. Any paperwork, co-pays, etc. will be handled from the exam room. Please prepare children that staff will be wearing masks while caring for them. Additional protective equipment may also be worn for certain patients, tests, and procedures.

**In order to facilitate communication, we encourage all families to sign-up for the on-line patient portal MyChart.** We can activate your MyChart account via email. For patients ages 12-17, both parent and child must complete a [MyChart Proxy \(ages 12-17\)](#) form (this can be found on the forms page on our website: <https://www.pansdocs.com/forms>) and return it to our office by fax 847-256-6482 or email [info@pansdocs.com](mailto:info@pansdocs.com).

Please continue to check our website <https://www.pansdocs.com/>, our Facebook and Instagram accounts, as well your MyChart portal for updates. As always, we are available to answer your questions and provide support to our PANS community.

Stay safe and healthy!

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