



May 1, 2020

Dear PANS Families –

We are thinking of you as we enter another month of our statewide “stay at home” order. We know the current protocols are saving lives. We also know many families are facing medical, psychological, academic, and financial challenges. We are here to address all aspects of our patients’ needs – physical, intellectual, and emotional.

Medical care is an essential priority at this time. In fact, **IT IS TIME TO SCHEDULE YOUR PHYSICALS!** Comprehensive well care visits are important to assess growth and development, to screen for problems, and to keep patients up to date on vaccinations. When needed, we also take the time to review and revise management for chronic medical problems at these well care visits. **It is very important that we see patients who are due for vaccines** (ages 1-18 months, and ages 4-5, 11-12, and 16-18 years) **as well as those who need forms for school or sports** (entering kindergarten, sixth grade, ninth grade, college, and athletes). Please call the office to schedule these essential healthcare appointments.

The **safety of our patients and our staff** is our highest priority. We continue to employ best practices to prevent transmission of illness:

- You will receive a call the day before your appointment to ensure that the patient and the accompanying adult are healthy.
- To make your appointment more efficient, please check our website [www.pansdocs.com/forms](http://www.pansdocs.com/forms) and bring completed age-appropriate forms with you.
- On arrival, you will be directed to an exam room where check-in and the visit will take place.
- Separate times in the schedule are set aside for well patients and ill patients. One provider is designated to see ill patients each day. Rooms are cleaned between patients.
- All staff, parents, and patients over age 2 will wear face coverings. If you do not have your own, we have masks for you to use while in the office.

We will continue to have our nurses screen all requests for **acute care appointments**. A nurse will triage to determine the need for in-person or telemedicine care. All visits must be scheduled in advance. When you have a telemedicine appointment, you can access our virtual “waiting rooms” from our website: [www.pansdocs.com/telemedicine](http://www.pansdocs.com/telemedicine).

We encourage our families to **sign up for the online 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](#) (available on our website) 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, our Facebook and Instagram profiles, and your MyChart portal for updates. As always, we are available to answer your questions and provide support to our PANS community.

Stay well!

Trish Brunner, MD, Shoshana Waskow, MD, and Bilkis Hirani, MD

**Pediatric Associates of the North Shore**

1144 Wilmette Avenue • Wilmette, Illinois 60091 | T 847•256•6480 • F 847•256•6482 | [www.pansdocs.com](http://www.pansdocs.com)