



May 27, 2020

Dear PANS Families –

We hope everyone is safe and healthy!

As we look forward to summer and Phase 3 of Illinois' reopening plan, we want you to know that **the safety of our patients, families, and staff remains our highest priority**. We continue to employ best practices in our office to prevent transmission of illness – in keeping with recommendations from the CDC, the Illinois Department of Public Health, and the American Academy of Pediatrics. We encourage you to continue to use face-coverings and physical distancing in public as businesses and recreation begin to open.

We want to highlight our procedures for this summer which will enable us to take care of our patients and families safely – providing both well and ill care in your child's medical home.

SUMMER 2020

- **NEW: TELEMEDICINE WALK-IN** on Mondays from 8-9am – only for established patients with acute illness
 - No appointment needed
 - Go to our website www.pansdocs.com/telemedicine, click on the walk-in waiting room button, and check in with the patient's name
 - Patients will be seen in the order they arrive in the virtual waiting room
 - An in-person appointment may be deemed necessary and scheduling will be facilitated
 - Although a provider may still be seeing patients who arrived earlier, if you cannot check in to the waiting room before 9:00am, please call the office to speak to a nurse or schedule an appointment
- Increased appointment times to accommodate all well-care visits
 - Earlier start times in the morning
 - Resuming evening hours on Tuesdays and Wednesdays
- Sick and potentially contagious patients will be seen by one provider each day during designated times. We appreciate your understanding that reducing exposure risk may mean your child will see a different provider than their PCP for a sick visit.
- Providers will have some "reserved" telemedicine appointment times each week which can be scheduled with clinical approval.

OFFICE APPOINTMENTS

- You will receive a call one business day before your scheduled appointment to ensure that the patient and accompanying adult are healthy. It is essential we have the best contact number for you and connect with you before your appointment.
- To make your appointment more efficient, please check our website www.pansdocs.com/forms and bring completed age-appropriate forms with you to the appointment.
- Only one healthy parent/guardian should accompany a patient to the office. We are happy to include another adult via phone or video-chat.
- All staff, parents/guardians, and patients over age 2 will wear face-coverings. If you do not have your own, we will give you one to use in the office. Please prepare your children that all staff will wear masks and some may have additional protective equipment.

- Please call the front desk from your car when you arrive to make sure your exam room is clean and ready before entering the office. Families will go directly to a room and all paperwork/copays/etc. are completed in the room.
- The office is conscientiously cleaned throughout the day and exam rooms are sanitized after every patient.

COMMUNICATION

- Please check our website's COVID page www.pansdocs.com/covidupdates for current information on our policies and procedures. We also share updates on our Facebook www.facebook.com/pansdocs and Instagram www.instagram.com/pansdocs profiles.
- We encourage all 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.

RESOURCES

We know many families continue to face medical, psychological, academic, and financial challenges. We are here to address all aspects of our patients' needs – physical, intellectual, and emotional. We also want to encourage you to use reliable online resources for factual information about COVID and for support for your family. Some examples:

- Healthy Children from the American Academy of Pediatrics: This page has links to many helpful articles including ways to support children's emotional health, provide for those with unique needs, and tips for effective parenting.
<https://www.healthychildren.org/English/health-issues/conditions/chest-lungs/Pages/2019-Novel-Coronavirus.aspx>
- Centers for Disease Control and Prevention
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- Ann and Robert H Lurie Children's Hospital
<https://www.luriechildrens.org/en/specialties-conditions/2019-novel-coronavirus-ncov/>

Please feel free to get in touch with us with any questions you have. We look forward to seeing many of you for your regular physical exams this summer!

Stay well and (safely) enjoy the warm weather.

Sincerely,

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