



December 27, 2021

Dear PANS Families –

We hope that your holiday season has been & continues to be safe and joyful – even amidst the dramatic rise of COVID cases due to the Omicron variant in our community.

Our efforts to continue providing the best care to all our patients – to keep our PANS staff team and our patients as safe as possible and to be available for urgent needs of those who are sick – include the following changes to office procedures in the coming weeks:

- An increase in **telemedicine-based care** for sick patients -- with drive-up testing available after the telemedicine evaluation is completed.
- Arranging well care visits in certain appointment slots and prioritizing well care appointments for children aged 0-5 years.

We will continue the mitigation procedures which have worked well over the past 21 months:

- Routine cleaning of all rooms between patient visits.
- Having patients call in before entering the office to be directed to their exam room.
- Very limited use of the waiting room.
- Mask-wearing by all patients over age 2 as well as parents/guardians and PANS staff.
- Avoiding having additional children at appointments as much as possible.

In addition, we urge you to:

- **Take appropriate precautions** to keep your family safe – including COVID vaccination & boosters for those who are eligible as well as careful decision-making regarding travel or group gatherings.
- **Let us know** when one of our patients is sick or has been diagnosed with COVID so that we can help guide you through the illness and provide the needed follow-up care.
- **Utilize MyChart** (the online patient portal) as we are frequently providing test results and care guidance on this platform. You can also streamline your visits by using **e-check-in** to complete consents & questionnaires before appointments. Let us know if you need help signing up.

We wish you all a healthy 2022!

Your PANS Team

Pediatric Associates of the North Shore

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