



January 2021

Dear PANS Families --

Happy New Year! As we reflect on the past year, we wanted to share some thoughts on the challenges and accomplishments of 2020. While facing the “unprecedented” COVID pandemic (who isn’t sick of that word by now?), we have been supported and sustained by our staff, our patients and their families, and our own families.

Our staff has taken up the challenge every time we have needed to change our protocols and shift gears in response to new information and changing infection rates in our community. They have enabled us to keep our doors open by working together as a team. With their support, we have been able to:

- **Safely care for all our patients** by adhering to public health standards in the use of personal protective equipment and sanitizing of our space while simultaneously maintaining careful stewardship of our PPE and cleaning supplies so we always have needed resources.
- **Provide timely well care visits** for all patients. (If you/your child are past-due for a regular physical exam, you can expect follow-up from us soon ;-)
- **Assess and diagnose illness** whether COVID-related or not.
- **Provide onsite access to COVID testing** for ill patients, those who are quarantined due to exposure, students returning from college, as well as for parents of our patients who have become infected.
- **Assess and manage emotional, learning, and behavioral challenges** which have arisen or worsened during the pandemic.
- **Develop a telemedicine program** allowing increased access and flexibility for patient care.
- **Provide influenza vaccines** to a larger percentage of our practice than ever before.
- **Provide guidance and advice to local schools** on their COVID-related policies.
- **Improve communication with PANS families** by increasing sign-ups to MyChart and providing regular updates on our website www.pansdocs.com.

Our clinical staff has also put significant effort into accessing COVID vaccination for themselves, surmounting administrative and logistical hurdles in order to keep our practice family safe and healthy. Clinical and reception staff have volunteered to decrease their hours when needed as well as stepping up to work weekend hours for flu clinics. We could not be more grateful for all they do. We know you join us in thanking: Ana, Rosa, Yesenia, Jeannie, Jane C, Elizabeth, Jane H, Sunny, Elaine and Kathy -- ably led by Practice Manager Nichole and Nurse Manager Tia.

You, our patient families, have also supported us immeasurably. By trusting us to keep you safe in the office, relying on us for guidance and care, and referring new families to the practice, you have made sure we can maintain the long-lived presence of PANS in our community. We encourage you to continue to support the practice by following us on Facebook and Instagram and by leaving reviews on Google, Yelp, etc.

As we enter 2021, we look forward to the completion of our staff COVID vaccinations and the time we can offer COVID vaccines to our patients. We are eager to see your families in the new year and hope for containment of COVID and increasing normalcy in our lives. Remember we are always here to support you and help your families thrive.

With wishes for a happy and healthy new year,

Dr Trish Brunner, Dr Shoshana Waskow, Dr Bilkis Hirani, APN Dilshad Tajuddin