

In response to the Coronavirus global pandemic, Clinical Pediatric Associates of North Texas has developed guidelines out of precaution, not panic. Our primary goal is to keep our offices open so that we may continue to provide exemplary medical care to our patient families all while implementing social distancing methods.

Effective 3/17/2020 we are separating well patients and sick patients in the following manner:

Our Irving office will be used for any patient with fever, rash, eye drainage, respiratory illness (cough, sore throat, runny nose, etc.), and GI symptoms (vomiting and diarrhea).

Our Grapevine office will be used for well checks, ADHD, mental health, injury related visits and non-infectious disease problems (ex. constipation). Initial screening will be done at the time of your visit. If during screening your child has a fever or has a history or symptoms of concern, you will be asked to reschedule and be seen in our Irving office.

To effectively carry out the separation between well visits and sick visits, as well as limit exposure, you may notice the following changes:

- Following CDC recommendations, we are requiring that all persons entering our offices wear a cloth covering that covers the nose and mouth.
- We are requiring that families limit each visit to **only the scheduled patient** (no siblings) and **one parent or responsible adult**.
- Our waiting rooms are now off limits. You will be asked to wait in your car until an exam room is available. We will call you or one of our patient aides will retrieve you when we are ready to bring you in the office. Payment information will be taken over the phone to limit person to person contact (i.e. social distancing).
- Our cleaning procedures have heightened. Both sick and well areas will be cleaned multiple times per day, in addition to the routine cleaning we have always provided.
- We will be expanding the use of our patient portal for certain demographic and insurance related items.

Our pediatric registered nurses are still available via phone and our pediatric portal. They are working as fast and diligently as they can. Be patient with them as they work to provide you with answers to any questions you may have.

We understand how disruptive the current situation is and thank you for your participation and cooperation in this community wide effort.