



March 16, 2020

At this point, you have received many communications about the COVID-19 virus. As your pediatric medical home, we want to offer guidance and also review the measures we have taken in this unprecedented time. According to available studies, most children seem to have milder symptoms with COVID-19. However, we want to take every precaution to minimize your family's exposure. We are concerned first and foremost for your family's safety.

**How we are addressing this health crisis:**

1. Continuing with office hygiene practices-  
\*cleaning between patients and nightly deep clean
2. Recommending patients and families wait in the car
3. Practicing "social distancing"-  
\*having only one family at the check-in and check-out counter
4. Screening all phone calls for risk factors for COVID-19 and isolating those patients
5. Providing masks to sick patients, if needed
6. Staying up to date with all guidelines/recommendations for the care/screening of our patients
7. Removing toys and books from the rooms to minimize exposure for your child-  
\*Please feel free to bring your own items for your child to play with
8. Recommending limiting the number of people accompanying the patient

**What we are NOT able to do:**

- \*Provide personal protection equipment (masks, gowns, etc) for you to take home
- \*Provide separate waiting rooms

**What we ask of you:**

- \*Please CALL or send us a portal message FIRST if your child is ill (NO WALK-INS)
- \*Please understand that we must follow CDC criteria for ordering the COVID-19 test:
  - Travel to a level-3 country
  - Contact with an individual with known COVID-19 or suspected positive COVID-19 test
  - Criteria will likely change, and widespread testing will be available in the near future

**General advice:**

1. Keep your child at home if he/she is sick
2. Wash your hands frequently for at least 20 seconds or use alcohol-based cleanser
3. Teach and model to your child cough/sneeze hygiene –  
\*cough or sneeze into a tissue and discard or cough into the elbow
4. Practice social distancing –  
\*avoid crowds, public outings, and keep 6 ft distance from others, avoid playdate

**Stay up to date by going to the following websites:  
[www.cdc.gov](http://www.cdc.gov), [www.floridahealth.gov](http://www.floridahealth.gov) and [collier.floridahealth.gov](http://collier.floridahealth.gov)  
or call the COVID-19 Call Center at 866-779-6121**

3227 Horseshoe Drive South, Naples, FL 34104 • Phone 239.449.9882 • Fax 239.449.9884