March 19, 2020

Dear Parents and Patients,

The physicians at Pediatric and Adolescent Medicine (PAM) wanted to give you an update on procedures we are putting in place at PAM to best serve you during the Coronavirus pandemic.

Most of all, we want to reassure you that while this is a pandemic situation, for the vast majority of us Coronavirus will be a mild illness and children are handling the infection remarkably well for reasons that are incompletely understood.

Pediatric and Adolescent Medicine will first and foremost remain open and available to you as always. It is our duty as medical professionals to be available when you need us and this is especially true in a situation like this. We are here for you and that will not change.

We will be making a significant change to how we schedule our ill and well visits. We will begin seeing only well visits in the mornings and see all of our ill visits in the afternoons. This will allow us to more safely care for our most fragile patients and keep everyone as healthy as possible. We apologize for any inconvenience this change may cause and will work to accommodate your schedules as much as possible.

It is very important that your child stays on track with their routine well child checks and immunizations. We are taking every precaution to keep your children healthy including seeing well visits in the morning and increasing our sanitation processes. All rooms are thoroughly cleaned before and after each patient per the CDC protocols. Making certain children continue to be protected against vaccine preventable diseases is more important now than ever.

The most significant change with regard to ill visits is that we will begin screening patients experiencing symptoms consistent with Coronavirus BEFORE ARRIVAL at PAM.

If you or your family member has a dry cough, fever, sore throat, exposure to Coronavirus or a concern about Coronavirus, please call us BEFORE you come to the office or go to a hospital. We will triage you over the phone and determine the best course of action. Please do not go to Children’s for testing or to the ER if you have concerns about Coronavirus without calling us first. We are trying to only send patients who need emergency care so that there is care available for all whom really need it.

If it is determined that the patient should be seen in our office, we will set up a time to do so as soon as possible. If testing is recommended, we will discuss how to proceed. If supportive care at home with quarantine is the proper strategy, we will discuss how to do so most effectively.

We will be suspending weekday walk in appointments until further notice. We will continue Saturday walk in hours from 8-9 am. Walk in hours are only for simple, acute issues. Walk in are not appropriate for chronic or complicated problems and it is NOT appropriate if you have concerns about Coronavirus. If you have concerns about Coronavirus, you need to call the office.

This is a special time with special challenges for all of us. Our goal at PAM is to be here for you and your child and keep everyone as safe as possible. Due to the unusual circumstances, we may be closing as early as 2 pm some days. Please try to call our office before noon if your child needs to be seen. Flexibility is being required from all of us. Please let us know if you have any questions or concerns. Please help us to “Flatten the Curve” so that there are appropriate health care resources for everyone during this special time.

For further information, please refer to the following websites:
Ohio Department of Health

Center for Disease Control and Prevention

Nationwide Children’s Hospital

CURRENT GUIDELINES FOR TESTING AT NATIONWIDE CHILDREN'S HOSPITAL AS OF 3/20/20

IF YOUR CHILD HAS SYMPTOMS of (significant) cough, fever or shortness of breath PLUS either A or B:

A. Significant underlying medical condition (specifically immunocompromising condition or chronic pulmonary or cardiac disease NOT including asthma)

B. A high risk exposure factor:
   1) Child traveled internationally within 14 days prior to disease onset.
   2) Child traveled on a cruise ship within 14 days prior to disease onset.
   3) Exposure to symptomatic individuals (fever or respiratory symptoms) who have traveled internationally or by cruise ship in the preceding 14 days.
   4) Exposure to a laboratory confirmed case of COVID-19.

If your child meets these criteria and you think they need testing, please call our office and we will help you facilitate getting the appropriate testing. PLEASE DO NOT COME TO OUR OFFICE OR GO TO THE EMERGENCY ROOM WITHOUT CALLING FIRST!!