

Pavilion Pediatrics Families,

We wanted to reach out to go over our Check-In Process as well as our Forms process during the COVID-19 pandemic.

We continue to uphold social distancing guidelines, limiting the number of patients in the office at any given time.

Our walk-in Quick Sick hour has been cancelled until further notice.

Our waiting room is closed and will remain closed until further notice.

We are offering well visits for all ages in office. If you prefer, we are also offering telemedicine physical exams as well. If your child is due for lab work and/or immunizations we encourage you to come into the office for a scheduled well visit.

All visits other than well visits are being done through telemedicine through Facetime or Zoom.

Our Check-In Process throughout the COVID-19 pandemic is as follows:

- ✓ Please call our office from the car once you arrive at (410)583-2955 to Check-In.
 - Please have your insurance card and payment information available when you call to Check-In.
 - Once you have completed check in with our front staff, you will be directed to enter the building.
 - JH is performing COVID-19 screening questions to all person entering the building. Once you have completed your screening please proceed to our office Suite 260.
 - One of our staff will either be waiting for you at the entrance to our suite. If no one is there to greet you please ring the doorbell.
 - Once greeted by our staff you will be escorted to your exam room.

- ✓ We are asking only one parent and no additional siblings come to the appointment in order to limit points of contact.
- ✓ Everyone over the age of 2 years is required to wear a face mask throughout your entire visit. We know for our younger patients this can be difficult please try your best to have them wear a mask.
As a reminder, all staff will be wearing CDC advised PPE. This is to protect you and our staff, and we appreciate your masking throughout the entire visit as a way to ensure this protection as well.

We are asking that all Camp/School/Daycare and Sports Forms be mailed, emailed, or faxed into the office. We are not accepting form drop offs during the pandemic.

*If you are here for an appointment you may bring your forms with you and drop them off.

For all forms that are emailed or faxed into our office we require you to call the office to confirm receipt to have the forms pulled so we can begin to process them.

- ✓ Please make sure the child's Name and Date of Birth is listed on all pages.
- ✓ Please make sure you complete our Parent Questionnaire for Completion of Forms and send it in to us along with your child's form.
- ✓ If you have a child who is getting ready to attend college please make sure you answer the TB screening questions on the forms and send that portion of the form into the office in order for our providers to determine if a TB screening is required.
- ✓ Please try and send all emailed forms in a PDF format.

All completed forms will be mailed to your home address. We are not offering form pick up during the pandemic.

During the COVID-19 pandemic we are not offering Priority Form completion. We cannot guarantee forms can be completed and mailed in 2 business days due to social distancing requirements.

Our Form Policy, Email Request for Completion of Forms Policy and our Parent Questionnaire for Completion of Forms and be found under our Patient Forms Section.

Thank you,

Pavilion Pediatrics Providers and Staff