

## QUICK SICK is back....

1. **Quick Sick:** Due to high volumes of sick patients, we are reinstating our Quick Sick hour in the morning. Please read carefully as some aspects of this have changed.
  - A. Quick Sick is a **walk-in** hour for **quick visits** to address **acute illness**. For example, this is an appropriate setting to address concerns such as fever, ear infection, sore throat, rash, or cold. These visits will be managed by a rotating crew of our physicians and nurse practitioners. You cannot request a particular doctor or nurse practitioner at this visit, as the workflow of this hour is based on a first come, first-served model.
  - B. As such, this is **NOT for ongoing issues** such as persistent abdominal pain, neurological issues, concern for a concussion, persistent headaches, behavioral concerns, or mental health concerns. These visits are best managed by your child's primary care provider, and you should call the office to schedule these visits with your provider. Also, we advise parents of newborns and **infants less than 3 months of age to not come at this time**, since they are more susceptible to exposure to viral illness.
  - C. **Quick Sick will run from 7:30 AM - 8:15 AM** (we know...not technically an hour, work with us here :)). In order to make sure you are triaged and can be seen in this window, please be sure to show up **no later than 8:00 AM**. If you arrive after this time, we cannot assure you will be able to be seen during the Quick Sick time period.
  - D. Remember, this Quick Sick hour is not the only time that your child can be seen with a sick issue. We continue to provide same-day sick visits with your provider. As always, please call the office to schedule these visits.