May 28, 2020

We are pleased to inform you that our Pediatric Specialty and General Pediatric practices are open to see patients on a limited schedule. Our top priority is the safety and well-being of our patients and staff. We are dedicated to providing a safe space for our patients to receive care. We continue to monitor the impact of COVID-19 and comply with the recommendations and guidance from the CDC and the local and state health departments.

We also want to remind our families that, in accordance with the Department of Health recommendations, in-person health care services, including routine preventive care and follow-up for direct examination and/or treatment needs, including vaccination, should not be postponed. We continue to have in-person appointments available to help maintain the health and well-being of your children.

Our offices have taken several precautions to ensure the safety of all of our patients as well as our staff, which will include the following:

- All staff are wearing face masks and additional personal protective equipment if needed.
- Our staff observe rigorous self-monitoring procedures every day, including temperature checks, to ensure that everyone who works in our office is healthy.
- We will maintain a physical distance of 6 feet at all times, with the only exception being when it’s required for a procedure or examinations to be performed.
- We have changed our appointment times so that patients will rarely need to stay in the waiting room; therefore, it is important that you arrive on time. In the event that the waiting area is used, there will be changes to accommodate social distancing.
- Patients are asked to wear a mask to the practice. If you do not have a mask, we will provide one for you.
- It is preferable that only one healthy parent or guardian accompany the child to the visit. Please make every effort not to come with other siblings. Visitors should wear a mask to the practice.
- We will ask you to wash/sanitize your hands upon arrival and leaving our practice.
- Our office will check the visitor’s and the child’s temperature and ask you if you have a fever, cough or chills.
- If the visitor has a fever (100 F or above), we will ask you to leave the waiting area and, if no other caretaker is available at the time, we will reschedule your child’s appointment or provide a telehealth visit option if appropriate.
- Our office is cleaned frequently throughout the day using an EPA approved disinfectant.
- If your child is sick, please call the office before bringing the child in, so we can provide guidance prior to arrival.
- Telemedicine visits may be an option, along with regular in-office visits. Please speak with your provider to discuss these visit options.

Please call us at 718-283-7500 for Pediatric Specialties or 718-283-3640 for General Pediatrics if you would like to schedule an office visit, a Virtual Care (telemedicine) visit or if you would like to convert a Virtual Care appointment to in-person.

Sincerely,

Pediatric Medical Practices
Maimonides Children’s Hospital
www.childrenshospitalny.org