April 1, 2020

Dear Valued Scripps Pediatric Parent,

Here is important information about the steps Scripps Clinic Pediatrics is taking to meet our patients' needs and some of the current options for your child to continue to receive care. This information will help your family and our staff stay protected and work toward stopping the spread of COVID-19.

Wellness Exam Appointments

Wellness exams are still being scheduled for infants and toddlers age 18 months and younger who need vaccines. If you are not sure whether your child needs vaccines, please contact your pediatrician's office. Both the American Academy of Pediatrics and Scripps Infectious Disease approve this plan for patient care.

Regarding early wellness exams, we still recommend families keep these appointments. We believe that keeping early immunizations on schedule is essential, and equally important, that we aren't missing anything with regard to weight gain and developmental milestones. With this in mind, we have completely revamped our office to provide the safest possible visit as follows:

- **We have cancelled all non-essential visits, which include well checks for children age older than 18 months.**
- **We now have screening for everyone who enters our facilities, including providing masks for anyone with respiratory symptoms.**
- **We have physically separated rooms that are used for newborns and well children from those rooms used for sick visits. At the same time, depending on the location, we are scheduling wellness visits at certain times of the day or physically performing sick visit exams outside the clinic in the car.**
- **We clean aggressively between each visit.**

Sick Visits

If your child or you have respiratory symptoms and/or a fever, please call ahead before coming into a Scripps facility. That will allow us to make appropriate care arrangements to keep others safe.

Video Visits Available Now for Primary Care
During the COVID-19 pandemic, Scripps has rapidly expanded our telehealth video services as part of our continuing efforts to provide high quality care in a safe and convenient way. We are now offering Telephone and Video Visits for primary care (internal medicine, family medicine and pediatrics) and

some specialty care appointments. If you are interested in scheduling a Telephone or Video Visit, contact your provider's office directly. The doctor's office will work with you to determine if this is the right type of visit for you.

You can also use a Video Visit to see a provider from HealthExpress for minor illnesses and injuries. These visits can either be "On Demand" or you can schedule a HealthExpress video visit online.
You can access Scripps virtual care options from any web-enabled device, including desktop computers, laptops, tablets and smartphones. However, you must have a MyScripps account to use any of our virtual care options. To have a Scripps Video Visit, you must use the MyScripps app on your mobile device (phone or tablet). You may use the Symptom Checker or E-Visit features from a desktop computer or mobile device. If you're not enrolled, sign up for MyScripps now. The free app is available in the iPhone App Store and Android Google Play Store. If your child is 12 or older, you **can** enroll in "MyScripps" as a proxy and then access the video visit function. When you contact our office, one of our team members will assist you if needed.

Visitor Restrictions

In order to protect our patients and staff, we are requesting no more than one parent/adult per child and no siblings accompany the patient during the appointment.

Please check scripps.org/covid19 for updates. And for general guidance on the new coronavirus, please visit cdc.gov or call the county's hotline at 2-1-1.

At Scripps, our goal is to provide the most appropriate and safest care to you and all our patients. Thank you for your cooperation in helping us protect you and others.

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