April 1, 2020

Dear Valued Scripps Pediatric Parent,

We would like to update you on what Scripps Coastal Medical Center Pediatrics is doing to meet the needs of our patients. This message contains important information on options for your child 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**

We are still offering in-office wellness exams for all infants and toddlers under 2 years of age who need vaccines. If you are unsure if 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.

For the immediate future, and to reduce infectious exposure to our well children, we are scheduling wellness exams during morning clinic hours only.

With these scheduling updates in mind, if your child has a wellness exam scheduled in the next few weeks, you may be called and asked to move your time to a morning appointment.

*Since there are site specific differences, patient access for older patients or office hours can vary. Please contact your child’s doctor’s office with any questions.*

**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 and to keep others safe. We are restricting in-person sick visits to afternoon appointments only.

**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 Video Visits for primary care (internal medicine, family medicine and pediatrics) and some specialty care appointments. If you are interested in scheduling a 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.

**MyScripps - Your Link to Virtual Care**

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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