



April 3, 2020

Dear Patients,

As our entire Country continues to deal with the COVID-19 pandemic, we want to reassure our patients of the continued commitment of all of our Baton Rouge Clinic physicians and staff to caring for those in our community. As the recommendations from the Center for Disease Control, the Louisiana State Medical Board as well as Governor John Bel Edwards are updated, we will continue to do our best to follow mandates from the state with the goal of providing the highest quality care in these challenging times.

For the safety of our patients, we have closed all of our waiting rooms. With that in mind, please be aware that the following changes will occur for our pediatric clinics.

1. All visits, when deemed medically acceptable, will be done through MyChart video visits. We will have staff available by phone to help ensure all patients can have access to MyChart and therefore have the ability to do a video visit with a provider. If your child does not have an active MyChart account, please call (225) 246-4131 to set up your child's account.
2. All phone calls for sick visits will be triaged through our nurses and physicians to help decide if a video visit is appropriate or if a child needs to come to the office for an appointment.
3. At our Perkins Location we will have sick visit appointments from 9 am to 4 pm on a daily basis. Upon arrival to the clinic for a sick visit, we ask that parents remain in their car and call (225) 246-9290 to notify us of your arrival. A nurse will then call you directly to let you know when we are ready for you in the clinic and what door to enter. This will keep anyone from sitting in our waiting rooms.
4. We ask that all sick patients with a fever (100.4°F or higher) and any respiratory symptoms to please cover their nose and mouth when coming into the building. This can be done with a bandana, towel or bib from home, a Kleenex held over the face, or face mask.
5. We ask that if at all possible, only one adult come with a sick child who has fever. Please try to keep otherwise healthy siblings, grandparents, friends, etc. at home.
6. We will continue to do well visits for those 2 months of age and under in our offices between the hours of 8 am to 9 am. We will see well visits for 4 months-24 months from 9 am to noon on Monday-Thursday. Upon arrival to the clinic, we ask that parents remain in their car and call (225) 246-9290 to notify us of your arrival. A nurse will then call you directly to let you know when we are ready for you in the clinic.
7. Our Pediatric afterhours clinic is closed at this time. We will continue to have clinic hours on both Saturday and Sunday for sick visits, but all of these visits will be done at our Perkins Road location-7373 Perkins Road.

We want you to know that we will continue to very closely monitor this ever-changing situation, and we will continue to update our protocols to ensure the safety, health and well-being of all of our patients and staff. We appreciate your understanding and patience during this evolving public health situation.