

March 18, 2020

To the families of Pediatric Services of Springfield,

We hope you are all doing well under these stressful conditions with the concerns regarding the Coronavirus outbreak. The providers are keeping abreast of all the updates that are coming from our public health officials on an hour to hour, day to day basis. We have designated our East Longmeadow office as our Well office where we are seeing all our physicals, all rechecks and all other patients with non-sick related matters. Our Wilbraham office has been designated as our sick office where our patients are being seen quickly and the most safe and efficient way possible. With all of this in mind, we encourage you to keep your regularly scheduled appointments as we feel that these are important in maintaining your child's health and keeping up with their immunizations. If your physicals are at an inconvenient time for that particular day, we would be glad to adjust their time to a more convenient time slot on that same day. We will make this work for you and your schedule as we know things are difficult at this time for so many people. For those of you who don't already have appointments for your child's physical, this is a great time to make one as we have extra time slots available.

We hope this helps clarify our office situation and we hope to make this as easy as possible for you. Call with any questions or concerns.

Stay safe and healthy,

Pediatric Services of Springfield

March 16, 2020

To the parents and families of Pediatric Services of Springfield,

With the changes that are occurring with the Covid-19, we at Pediatric Services of Springfield are continuing to amend our regular office procedures for the safety of our patients. Beginning tomorrow, **March 17, 2020**, all *well child visits and physicals* will be seen in our **East Longmeadow** office along with all *non-infectious sick visits* and we will designate the **Wilbraham** office as the office where children and adolescents with fevers, coughs, respiratory symptoms, flu like illnesses etc. will be seen. This is being done in the attempt to consolidate services and for the safety of our patients. We will continue to practice all strict infectious control procedures as we do on a daily basis. I hope all our families understand the basis of this change and we apologize for any inconvenience.

As soon as the Covid-19 concerns resolve, we will make appropriate changes to re-institute the normal procedures in both office locations.

We wish you all well and please stay healthy and think positive. Together we will overcome this situation. As always if you have any questions or concerns, please feel free to contact us.

Thank you,
Pediatric Services of Springfield

March 14, 2020

To the parents and families of Pediatric Services of Springfield,

Beginning on Monday, March 16, 2020 we will be making some changes in our regular routines. Our sincere hope is that this will allow us to better serve our patients and their families in a safer way as the crisis with the Coronavirus continues to develop.

As you call into our triage telephone line, you will be asked a series of screening questions which will help identify patients that may be at higher risk for the Covid-19. Should this be the case, the nurses will be speaking with one of our providers to see if an office visit is appropriate or not. Patients with mild fever and symptoms will be encouraged to stay home unless their symptoms seem to increase in severity. Should it be necessary to see your child in the office with these symptoms, you will be directed to the side entrance in East Longmeadow and the back entrance in Wilbraham. Well child visits and routine sick visits will enter the offices in the usual way. We apologize for any inconvenience that this may create but in changing our routine we hopefully increase the safety for our patients.

With daily communications with our public health officials we will ensure that we have up-to-date information regarding the Covid-19 virus. We will also continue with our strict cleaning procedures to ensure that all safety standards are being followed. We have instructed our cleaning services to pay particular attention to frequently touched surfaces. We continue to stress the importance of frequent hand washing and whenever needed, use of hand sanitizers.

There is no specific treatment given to patients with Covid-19 symptoms but rather, like with other viruses, supportive care with fever reducing medication, increase in fluids and rest being the most effective care possible. Patients with more severe respiratory symptoms may require further care in the emergency room. Please remember that children in general have done well with this virus and it is for this reason we ask that children with mild symptoms stay home for care. Please note, due to the shortage of testing kits, our office must obey the federal and state guidelines for testing in the presence of Covid-19. Currently, we are unable to offer outpatient testing.

Please call the office at any time should you have concerns or questions or if your child is having increasing respiratory symptoms including shortness of breath and fevers for more than 72 hours. This is an always changing situation and we will be making changes to our procedures and recommendations as required. For

more information please see our website at www.pediatricservices.org which will have links to Baystate Medical Center and the CDC websites.

As your child healthcare providers, we will continue to do the best we can in keeping abreast of the Covid-19 situation always trying to give your child the best possible pediatric care.

Pediatric Services of Springfield