

To the patients and parents of the Sheppard Air Force Pediatric Clinic: As we face the current challenge of COVID-19 with the expectation that things will get worse before they get better, we wanted to reaffirm our commitment to the health and safety of our patients, their families, as well as our clinical staff.

In accordance with recommendations from the Center for Disease Control, American Academy of Pediatrics, and the Defense Health Agency, we will be making the following changes to our clinic operations:

- Morning appointments will be reserved for well child checks with no concerns for potentially infectious symptoms. There will be no acute or walk-in visits in the mornings. Our highest priority is to provide supervisory care for our youngest patients who require immunizations and close monitoring of growth and development. As such, we plan to continue normal scheduled check-ups for all children up to 18 months of age. For children older than 18 months, we are encouraging parents to reschedule as a part of our efforts to promote social distancing. If you have concerns about your child that you were planning to address at a wellness visit, please call us. Ms. Parrish, Major Brown, and Captain Pickett will all be available for telephone visits throughout the business day to discuss any concerns. If your child has any potentially infectious symptoms at the scheduled time for his or her check-up, we encourage rescheduling to a later time. Please call with any concerns in this regard.
- For minor illnesses (cold symptoms that have been present for less than 1 week, fever that has been present for less than 3 days, mild GI symptoms, etc...) our recommendation is to stay at home, stay hydrated, and provide supportive care. We will have afternoon slots available for acute appointments for children that need to be seen in clinic. Please call us with any concerns about your child's well-being. We will attempt to provide as much care as possible over the phone, but will not turn anyone away who needs to be seen.
- For patients that require refills of prescriptions or renewals of referrals, we have historically insisted that these children be seen for their annual visits in order to provide these services. At this time, we plan to be as flexible as possible to provide these services without a face-to-face visit. If your child is in need of a medication refill or renewal of a referral, please call when this is needed, so that we can work with you to get this done.

We thank you for your ongoing efforts to protect yourselves, your families, and your neighbors through social distancing. We are pleased to be fighting alongside you as we all face this challenge together.