

GENERAL COMMUNICATIONS FROM ARLINGTON PEDIATRICS TO PATIENTS AND FAMILIES

To our valued patients and families,

Out of an abundance of caution, and in response to a staff member's potential exposure to a suspected COVID-19 (Coronavirus) case, we are instituting the following precautionary measures:

1. The Arlington location has canceled non-urgent visits through Friday, March 13, and has temporarily reduced staffing in the office.
2. For routine visits that are not urgent, please plan to reschedule your appointment.
3. Due to the safety of other patients and staff, we have CLOSED walk-in until further notice.
4. For illness-related visits, we ask that you call the main practice phone number of Arlington Pediatrics (781-641-5800) and a staff member will provide consultation and determine if an office visit is needed
5. We are following all recommendations from the CDC and Massachusetts Department of Public Health, and taking proper precautions to make sure that our patients and families remain informed and well cared for.

We have been getting a lot of phone calls regarding how to manage the COVID-19 threat. Here is the information that we know so far and some places where you can get extra guidance if you need it.

Boston Children's Hospital is staffing a 24/7 COVID-19 hotline for patients and staff to call for general questions about the virus. The number is 855-281-5730 or 617-355-4200.

Per recommendations from the CDC and Mass Department of Health,

1. If you're feeling sick and think you may have been exposed to COVID-19, please stay home. We are not bringing any patient with suspected COVID-19 into the office. The current recommendations are for any patient with suspected COVID-19 symptoms AND exposure, to reach out the department of public health for guidance.
2. At this time, we do not have access in our office for testing of the coronavirus. Currently, in Massachusetts, all coronavirus testing is being coordinated through the Massachusetts Department of Public Health. However, this is a rapidly changing situation and we will update you as necessary. The MDPH number is [\(617\) 624-6000](tel:6176246000)
3. This situation is constantly evolving and requires on-going vigilance, cooperation and good communication. We recognize the consensus that this outbreak does not pose a

great risk to most children. However, we want to protect the most vulnerable amongst us. Given the high risk of coronavirus to the elderly, we strongly recommend that elderly people should avoid crowds as much as possible

In addition, children learn from what they see. Remember to model for our children covering coughs and sneezes, frequent hand washing with soap and water, doing our best to not touch our faces, and staying home when sick. These 4 basic premises are still the most important things to do to stay well!

We recognize that this is a time of anxiety and uncertainty for everyone. It is a time to call upon our best selves. By working together, we will get through this.

For up-to-date information, please see the following websites:

CDC www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html#confirmed-cases

MDPH www.mass.gov/guides/information-on-the-outbreak-of-2019-novel-coronavirus-covid-19

BCH www.childrenshospital.org/conditions-and-treatments/conditions/c/coronavirus

Please continue to monitor our website and Facebook page for updates regarding hours of operation. Our Arlington location is handling only urgent visits at this time. Otherwise, our Bedford location is operating normally. Please contact us at 781-641-5800 with any questions or concerns.

Thank you,
Arlington Pediatrics