

# Northshore Pediatric Associates

## Novel Coronavirus: Guidance for Patients and Visitors

### 1. What you should know:

**Your health and wellbeing is always our number one priority.** We want to make sure you have the information and resources you need to stay safe with this new virus.

You may hear it called the novel coronavirus, or COVID-19. The Centers for Disease Control and Prevention (CDC) believe that the risk of contracting the virus is currently low for most people. Those at higher risk of illness are:

- Older adults
- People with serious health conditions such as heart disease, lung disease and diabetes

The CDC recommends that those at higher risk take steps such as stocking up on supplies, avoiding crowds and staying home as much as possible.

### **HOW TO PROTECT YOURSELF (VISIT [www.cdc.gov](http://www.cdc.gov) TO LEARN MORE):**

- Wash hands often with soap and water for 20 seconds.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Clean and disinfect things you touch often.
- Cough or sneeze into a tissue and put tissue in trash.
- If possible, stay home when you feel sick.

## **2. Steps we have implemented in the office to ensure a safe visit:**

- Clean all surfaces in the reception area frequently
- Separate, designated rooms for well care and sick patient visits
- Clean all surfaces and equipment in the patient room after each patient visit
- Staff washes hands frequently, and after each patient visit

## **3. What you can do to help:**

- Limit visits to patient being seen and ONE accompanying adult. Minimizing the number of people in a closed room will limit the spread of germs.
- Please call and make an appointment BEFORE coming in to minimize waiting in the reception area and to facilitate proper triage.
- Please sanitize your hands after checking in, and when leaving.
- Avoid touching surfaces as much as possible.
- Do not touch any medical equipment in the room.
- Wash hands after using the washroom.
- At check-in, let us know if you or someone in the family has travelled anywhere in the past 14 days or been in contact with a confirmed COVID-19 case.

**Thank you for your cooperation. We are closely monitoring this situation, and will update our policies as necessary.**