

Back to the Office Campaign

Letter/Email Template for Providers to Send to Families

Providers can use the letter below as a customizable template to send to families encouraging them to return to the office for well child visits and vaccinations.

Hello from [Insert Practice Name]!

We hope that this note finds you and your family safe and healthy! We want to thank you for being flexible and understanding as we adjust office protocols to keep patients and families as safe as possible during this unprecedented pandemic.

For patients who require an appointment for a “non-contagious” issue, please call our office to discuss the necessity of an in-person appointment. This includes wellness visits and visits for non-contagious infections. If it is safe and appropriate, appointments may be delayed or conducted through telehealth. If an in-person visit is necessary, please rest assured that we are taking extra precautions in cleaning of all equipment and examination rooms and limiting your contact with others.

For children ages 2 and under, it is especially important to maintain regularly scheduled well check appointments and stay up-to-date on immunizations despite the ongoing COVID-19 pandemic. Well child visits and vaccinations for young children are necessary to monitor early growth and help them build immunity to preventable diseases. If your child is behind on vaccinations or is due for a vaccine in the near future, please call our office to schedule an appointment. If you are unsure if your child is up to date or in need of a vaccine, please call and ask our office staff to check their record.

For patients who are sick and require an in-person visit, please call our office to schedule an appointment during sick-patient hours. We request that sick patients be accompanied by ONE healthy parent or guardian and, if possible, that no siblings be brought along to the office. If appropriate, we may avoid in-person visits and treat patients through telehealth.

We have developed the following protocols for sick visits:

[discuss specific procedures for sick patients such as calling at arrival and remaining in vehicle until stay in car until you have further instructions, payment and forms online, etc.]

These measures are temporary and are in line with guidance from the CDC and LDH. Policies will be adjusted as needed to follow direction by LDH and the CDC. We believe that the policies discussed above will help to maintain the best health environment for all of our patients.

Sincerely

[Insert Practice Name]

Tennessee Chapter

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American Academy of Pediatrics

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