

March 2020

Dear Northern Lights Patients and Families:

For the past 40 years nothing has been more important to Northern Lights Pediatrics than the health of our patients, their families, and all who visit and work at Northern Lights Pediatrics. As our nation and world address the coronavirus (COVID-19), we're prepared to take care of all who enter our clinic in the safest way possible.

Our staff is monitoring the situation around the clock, keeping track of the most current information from Minnesota Department of Health, The Center for Disease Control (CDC) and other local health official response efforts.

For patients scheduled to visit our clinic, we've increased our already stringent sanitization protocols throughout the clinic. Our staff is continuously cleaning and disinfecting surfaces, placing extra emphasis on high-touch surfaces.

We have suspended access to reading materials and the busy bead table in the waiting room to prevent the prospect of touch transmission, so we encourage patients and family members to bring their own reading material or toys. We have also moved the sticker baskets to the front desk, please ask the receptionist for a sticker when leaving the clinic.

We have made the decision to schedule all "well patient" appointments in the mornings when the office is as germ free as possible, and all "sick patient" appointments in the afternoon. We are attempting to send all patients to an exam room as soon as possible after arriving to minimize the amount of time in this common area. We have also designated well check rooms and sick patient exam rooms.

If your child is sick, please call our office before coming in. We may be able to help you decide if your child needs to come in or if there are treatments that can be done at home to help them get through their illness.

We have asked our employees to reinforce our commitment to the following precautionary measures that we urge our patient to follow as well:

1. Wash Hands. Wash your hands multiple times a day for at least 20 seconds with soap and warm water.
2. Stay Home. Stay home if you become sick, and remain at home until free of symptoms for at least 72 hours fever-free without use of medication.
3. Avoid touching your face. Avoid touching your eyes, nose, or mouth as those are the areas where the virus can enter your body.
4. Clean. Routinely and thoroughly clean and disinfect all frequently touched surfaces.
5. Avoid unnecessary close contact. Avoid close contact with those who are sick. Wash your hands or use hand sanitizer after.
6. Cover your mouth. Cover your mouth with a tissue or sleeve rather than your hand when you cough or sneeze. Discard tissue in trash immediately after use and wash your hand or use hand sanitizer.

Information about COVID-19 and its impact is widespread and constantly changing. For patients who wish to have access to current, factual, and the absolute most up to date information about COVID-19, the Centers for Disease Control and Prevention (CDC) website provides updates daily.

For four decades, we've been committed to provide the best possible care to our patients. We'll be here throughout this situation to serve you and take necessary steps to make sure your health and safety are protected. Together, we will make it through this crisis. We appreciate you trusting us with your most precious gifts here at Northern Lights Pediatrics.

Sincerely,

The Providers and Staff at Northern Lights Pediatric and Adolescent Medicine