

Hollister Pediatrics

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March 26, 2020

Dear Hollister Pediatrics Families,

We are here for you at this difficult and unexpected time of COVID-19. Please know that we are doing everything possible to understand the rapidly evolving situation and to protect our patients, families and staff while continuing to provide excellent pediatric care in a safe environment. In order to further reduce the potential spread of germs, we have implemented the following changes effective March 17, 2020:

1. We are cancelling our **WALK-IN** appointment availability.
2. We will be scheduling **WELL** patients together in the morning by appointment. At this time, we highly recommend our well patients continue to receive important preventative care and vaccines. Delay of vaccination is not advisable and potentially harmful. If your child has **ANY** sick symptoms, please reschedule the **WELL** visit.
3. We will be seeing **SICK** patients by appointment. Please call first for triage as you may not need to come in. Patients with **SICK** symptoms, must wear a **MASK** and may be accompanied by 1 caregiver. We are **NOT** doing testing for COVID-19 at this time and are screening patients to determine testing necessity prior to the referral for testing.
4. Please check in at the front desk by **CALLING** in via phone once in the parking lot. Sick patients should remain in their cars and wait to be called before coming in.
5. Please limit the number of family members coming to the office if possible, one patient with 1 caregiver.
6. We are continuing to thoroughly clean all office areas and equipment following every visit.

7. We are using personal protective equipment according to recommendations by the Centers for Disease Control (CDC).
8. Please **AVOID** the Emergency Room if it is not life threatening. If you have a concern please contact our office. We can advise you and schedule you an appointment if needed. This is to prevent exposing your child and family to other illnesses and avoid overloading our local ER during this time.

The information is changing rapidly and we are working to stay up to date and keep you informed and we may have additional changes in our procedures. Please see the CDC website for more information at:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

We also recommend the American Academy of Pediatrics website for parents, HealthyChildren.org:

<https://www.healthychildren.org/English/health-issues/conditions/chest-lungs/Pages/2019-Novel-Coronavirus.aspx>

Our highest priority is the health of our patients, families and staff. Thank you for placing your trust in us. Teamwork and positivity are very important in times like these and we thank you for the reassurance, understanding and compassion you are giving your children. Please feel free to contact us with any questions or concerns and the patient portal is an excellent way to do that.

We are here for you! Please continue to Social Distance, Wash Your Hands and Stay Healthy!

Dr. Nguyen, PA Nicole, and the Hollister Pediatrics Staff