

Your Child's Visit

Frequently Asked Questions Concerning COVID-19

Q Is it safe to visit my child's doctor for vaccines or routine medical visits during the pandemic?

A Yes, it is safe. We are taking precautions by screening and talking with families at the entrance as they arrive to the clinic. We are also limiting the number of vaccine visits to certain ages to help maintain social distancing in the waiting room.

Q How do I prepare for a doctor visit for my child?

A To prepare for your child's visit, please make sure you and your child are wearing face masks. If you do not have a mask, one will be provided to you and your child.

Q Does my child have to wear a mask for their visit? At what age are masks required?

A Yes. Children over the age of 2 years old are required to wear a mask.

Q What additional steps are being taken to practice social distancing and infection control?

A We have divided the clinic into a healthy-only area, which includes waiting room/registration, medical assistant, doctor, and nurse all only seeing healthy patients.

Q Do you do temperature screening, masking, social distancing waiting room, enhanced cleaning, and a safe parking lot for waiting parents?

A Yes, we are taking all of these steps to keep you and your child safe during your visit.

Q Will I be required to touch a sign-in sheet or pen?

A No, you will not.

Q Will you provide gloves?

A No, but you may bring your own.

Q I'm concerned in touching things like elevators or people getting too close to my kids in the small elevators and waiting rooms.

A As you make your way to the clinic, we recommend practicing social distance and proper hand hygiene, as needed. We have implemented social distancing throughout our waiting area so that patients will not come into direct contact with one another.

Q What newborn care is being provided during the pandemic?

A Regular, post-hospital stay, in-person appointments are available. Your doctor will discuss any additional in-person follow-up that might be needed. We are also providing telehealth appointments (virtual visits) through phone and video calls to address additional concerns.

Q How do I protect my baby when going to a well-check?

A Practice proper hand washing, social distancing, and wear a mask, as needed.

Q Can I take my other children with me to my child's well-check or vaccine appointment?

A No, we do not recommend bringing more than one child to the appointment. Please only bring the child that has a scheduled appointment. Please call us if you have a special situation.

Q Can I bring someone with me to my child's appointment?

A Yes, but they will have to wait outside unless there are special circumstances discussed prior to visit (example: post-operation mom, medically complex child with equipment).

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Q Can my child still get immunizations/vaccines during the pandemic?

A Yes, vaccines and screening labs are available. The American Academy of Pediatrics recommends this and encourages it — especially when social distancing is possible.

Q Does it matter if my kids get their vaccines?

A Yes, it is very important. Many of the viruses we vaccinate against are still present in the community. If the community you live in has many children without routine vaccines, other diseases could become a problem, in addition to the new virus.

Q My kids are not around people, now and we are social distancing. Can we postpone their vaccines?

A You should not postpone your child's vaccines if they are under the age of 2. Vaccine appointments for older children are being deferred by a few months. Older children have had earlier doses of vaccines which give them partial protection.

Q Can my child get their school and sports physicals during the pandemic?

A No. We are not doing school and sports physicals at this time

Q What if I can't make it to an appointment, how do I cancel?

A You can cancel your appointment by calling the clinic directly at 312.996.7416

Q If my child develops a fever over 100 F, after a vaccine, do I call or go to ER?

A Call the clinic at 312.996.7416 for 24/7 pediatrician coverage.

Q What if my child has a broken bone or needs stitches or any other injury that may require an emergency visit?

A We have an Emergency Department that is open 24/7 and is staffed by specialized pediatric emergency doctors. If your child is experiencing an emergency, please proceed to your nearest ER. If you are unsure if your child needs care in an Emergency Department or in clinic, you may call 312.996.7416 to speak with a pediatrician who can help direct you.

Q Will my child get coronavirus in the ER?

A In addition to the changes made in clinic to keep you and your family safe, our Emergency Department is also adhering to the same strict hygiene practices, including temperature screening, a social distancing waiting room, a separate coronavirus waiting room, mandatory face masks for all patients, visitors, and staff, and enhanced cleaning.

Q What about my child with medically complex conditions, do they need to be checked more often or follow normal doctor visits during the pandemic?

A If you have any concerns about your child's complex condition or needs, discuss them with your provider so that they can advise how their care needs during this time.

Q What if my child or I start to have COVID symptoms?

A If you think your child has COVID call 866.600.2273 for screening and appointment for testing at one of our pediatric specific COVID-19 clinics.