

Dear Parents —

The health and safety of your child are our highest priorities. We recognize that the COVID-19 pandemic has changed many aspects of your family’s life — including how you make sure they are getting the care they need. We also understand that children have been affected differently during this time.

We wanted to take this opportunity to let you know about the ways we are helping to keep you and your family safe at UI Health along with making sure you can access quality care for your child, including keeping them on their vaccine schedule and getting regular check-ups.

KEEPING YOU SAFE DURING YOUR VISIT



Symptom Screening

Temperatures are taken as you enter our facilities. You also will be screened for COVID-19 symptoms.



Universal Masking

Everyone is required to wear a mask while at UI Health. If you do not have a mask, one will be provided to you when you enter the building.



Social Distancing

We have incorporated social distancing practices into all our clinical areas to allow proper space between individuals.



Visitor Limitations

Visitor limitations are in place with exceptions for certain patient groups. **For our pediatric patients, they can be accompanied by one individual age 18 years or older.**



Enhanced Cleaning

We have updated our cleaning protocols to regularly clean public spaces and hard surfaces.



Learn More

For complete details on how we are keeping you safe during your visit at UI Health, visit COVID19.UIHealth.Care.



WE'RE READY TO PROVIDE SAFE, CONVENIENT CARE FOR YOUR CHILD.

Did you miss or want to schedule an appointment or procedure for your child? Call 312.996.7416

Please call UI Health today to discuss your child's care needs and find the best time to schedule an appointment. We also understand that coming on-site for an appointment may be more difficult at this time. Therefore, UI Health is now offering telehealth appointments to care for your child's health needs. To learn more about our telehealth options, please visit Telehealth.UIHealth.Care

Do you have an upcoming appointment or procedure scheduled for your child??

A representative from the clinic will call you to discuss your appointment and the telehealth options that may be available.

Does your child have a condition that requires care immediately?

In addition to our clinic, we have a pediatric focused Emergency Department that is available 24/7 to address your child's needs. Call 312.996.7416 to speak with a pediatrician who can help direct you.

As always, the **UI Health Patient Portal** is available to message your child's healthcare team, view and request appointments, renew prescriptions, and more. Visit Portal.UIHealth.Care to login, enroll, or reset your password.

We are grateful for your patience and understanding as we create new ways to safely care for patients, and we appreciate your cooperation in following our safety standards.

It's an honor to care for your family and keeping you healthy is our top priority. We look forward to talking with you soon.

Sincerely,

Michael B. Zenn, MBA

Chief Executive Officer
University of Illinois Hospital & Clinics

Mark I. Rosenblatt, MD, PhD, MBA

Executive Dean
University of Illinois College of Medicine

Robert A. Barish, MD, MBA

Vice Chancellor for Health Affairs

FOR MORE INFORMATION, INCLUDING FREQUENTLY ASKED QUESTIONS, PLEASE

VISIT COVID19.UIHealth.Care

CALL **312.996.7416**

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