



March 9, 2020

Dear Boston Children's Health Physicians (BCHP) patients and families,

Due to the ongoing effect of the coronavirus (COVID-19) outbreak in our local communities, you may notice changes at our practices. We will be following the Department of Health recommendations and implementing necessary precautions to prevent the spread as best we can and keep our patients, families, staff, and providers safe. Some of these safety measures include:

- Pre-visit screening calls and questionnaires about travel history, contact with known COVID-19 cases and symptoms of illness.
- If sick, we may ask you to reschedule non-urgent appointments or wear a mask in our facilities.
- We may alter schedules of when certain patients are seen to protect vulnerable patients, such as newborns and individuals with compromised immune systems.
- Our providers may wear personal protective equipment (PPE), which can include masks, gloves, and gowns, when appropriate.
- We have increased the frequency of cleaning throughout our facilities.

Take these actions to help keep yourself and those around you safe and healthy:

- [Proper hand hygiene](#)
- [Proper respiratory hygiene](#)
- Stay home if you are sick
- Do not visit the elderly if you are sick
- Asthmatics and others with underlying respiratory conditions should make sure their asthma care plans are up to date and that they have a supply of necessary medications
- Be alert for your local and state health departments' directions

As always, contact your doctor's office if you have any questions or concerns. To stay on top of the latest developments in the spread on COVID-19, visit the [U.S. Centers for Disease Control and Prevention's](#) website.

Sincerely,

Boston Children's Health Physicians



March 18, 2020

Dear Boston Children's Health Physicians (BCHP) patients and families:

Due to the ongoing effect of the coronavirus (COVID-19) outbreak in our local communities, we want to update you on additional changes you may notice at our practices. We continue to follow the Department of Health recommendations and are implementing necessary precautions to prevent the spread of the virus in our communities. We are making every effort to keep our patients, families, staff, and providers safe while continuing to care for your medical needs. In addition to those communicated last week, our newest safety measures include:

- Our practices will have separately scheduled time for sick and well visits.
- Those with pre-existing scheduled appointments will be contacted within 24 hours prior to their appointment to pre-screen all patients and accompanying persons for signs and symptoms of infection. You will be asked to reschedule non-urgent appointments if you have symptoms of infection that do not require face to face medical attention.
- You may be asked to reschedule any annual well visits scheduled for the next few weeks.
- Patients who have a higher risk of complications from respiratory disease should not be seen for non-urgent visits at this time. This would, for example, include patients with cystic fibrosis, tracheostomies, immunodeficiencies, ventilator-dependent, neuromuscular weakness, etc.
- Please limit the number of people accompanying patient(s) to one parent/caregiver. An additional parent/caregiver may be on the phone if he/she would like to participate in the appointment.
- Many of our practices and divisions will be implementing telemedicine shortly. Telemedicine allows BCHP providers to consult and care for patients remotely using video-conferencing tools.
- We are doing our best to keep waiting rooms empty. Patients will be taken into an exam room as soon as possible and you may be asked to check-in via phone when you arrive in the parking lot. You may be asked to wait in your car or outside the office to limit your exposure to other patients.
- Practices will be suspending walk-in hours. We will do our best to accommodate all urgent sick visits.

As always, contact your doctor's office if you have any questions or concerns. For more information, visit [BCHPhysicians.org](https://www.bchphysicians.org) and follow Boston Children's Health Physicians on Facebook at [Facebook.com/BCHPhysicians](https://www.facebook.com/BCHPhysicians).

For real-time updates and to stay on top of the latest developments in the spread on COVID-19, please visit the [U.S. Centers for Disease Control and Prevention's website](https://www.cdc.gov).

Thank you for your cooperation and understanding during this time.

**Sincerely,
Boston Children's Health Physicians**