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Dear Parents/Guardians,

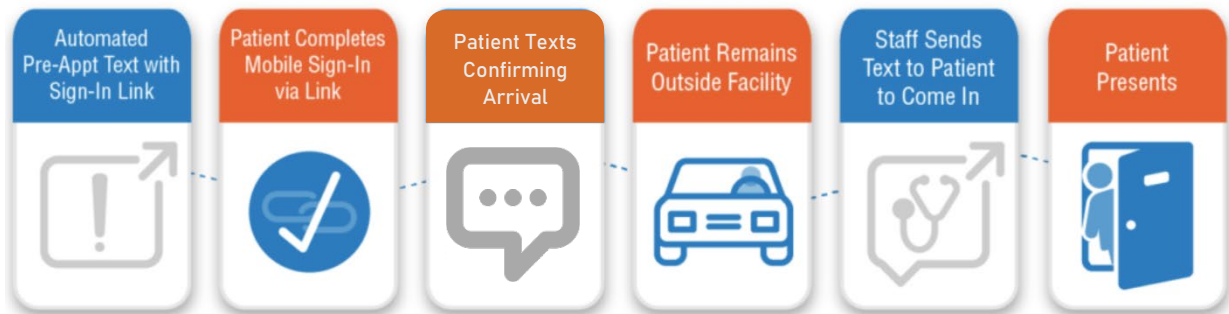
We hope you and your family are doing well during this trying and uncertain time. As many of you know, the rise in COVID-19 cases continues to surge.

The safety of our patients, families and team continues to be our #1 priority. In order to keep our patients, families and team safe during the COVID-19 pandemic, we will be implementing a Virtual Waiting Room starting Monday, January 10th and will remain in effect until further notice.

The revised check-in process relies heavily on the utilization of HIPAA compliant text messaging through our patient intake software. It is very important that you reach out to our office if any of the following apply:

- You have **unsubscribed from text messages** and need information provided in another format or wish to consent to text messages again.
- You need to **update/verify the phone number** on file or provide another phone number for a specific visit (i.e. Grandparent will be bringing the patient to their appointment and not the parent that the practice has listed as the contact number).
- You have **experienced issues receiving text messages** in the past.

What should you expect at your next face-to-face appointment?



We have provided more detailed version of this information on the following page for your review.

We want you to feel comfortable when you come in for your appointment. Please reach out to us and we'll be happy to answer any questions you have about our new safety measures.

See you soon!
Arkansas Pediatric Clinic

What to expect at your appointment.....

BEFORE YOUR APPOINTMENT

- **Pre-registration link** will be sent out by email and text starting 3 days before your scheduled appointment time. These messages will be delivered to the email and mobile phone on file for the patient. Scheduled follow-up messages will be sent if not completed prior to the appointment date. Contact our office to update contact information as needed.
- **COVID screening questionnaires** will be required for all patients. If you answered YES to any of the COVID screening questions, have COVID-like symptoms, or are awaiting COVID test results we ask that you call our office so that we can schedule you appropriately and confirm testing supplies if necessary.
- **Arrival instructions** will be texted 30 mins prior to your appointment start time. Do not delete this message because you will reply to this specific message upon arrival. *[This is APC- West, pls wait in your car when you arrive and text us back when you are here. See you soon! To speak to front desk staff, call (501) 798-XXXX.]*

ARRIVAL INSTRUCTIONS

- **Remain in your vehicle** until instructed by APC staff to enter the clinic.
- **Reply to our text** to let us know that you have arrived or call the clinic specific phone number provided in the text to speak to the front desk.
- One of our receptionists will promptly **acknowledge confirmation of your arrival**. *[Thanks, please remain in your car. We are reviewing your account, please take a moment to update any information that may have changed since we saw you last.]*
- If all paperwork was completed and no additional information is needed -you will receive a text confirming that you have been **checked-in**. *[We have checked you in for your appointment. Please remain in your car until our nurse texts you with instructions on a walk-in time and room #.]* If additional information is needed due to incomplete paperwork, you will receive a call from our receptionist to finish your check-in.
- Your physician's nurse will reach out with **clinic entry instructions**. *[The physician is ready to see you in exam room #. Call us at (501) 798-XXXX if you need assistance.]*
- We are still requiring all patients and their accompanying parent or guardian **wear masks** while you are in our facilities. If you do not have a mask, we will provide a new, unused mask at the door. If your child is under 2 years old, they are not required to wear a mask.
- The clinical team will take your temperature and may repeat the health questions asked before your appointment.