

COVID-19: Staying Healthy and Safe

Preparing for In-Person Appointments

Through COVID-19 and always, The Children's Institute of Pittsburgh is proud to serve amazing kids and families. To ensure the well-being of those we serve and our team members, we have implemented new policies to stay safe and healthy together. While telehealth is strongly encouraged, the following tips will inform you on what to expect for any in-person appointments.

Scheduling Your In-Person Appointment



Screening Questions for Scheduling

Our Patient Access team will ask you a set of questions to determine if it is safe to schedule an in-person appointment. In the event your answer is "yes" to any question below, or any other additional questions our team may be prompted to ask, you will be asked to schedule at a later time when no symptoms are present.

- **Have you, your child, or a family member recently traveled outside the country in the past 14 days?**
- **Have you, your child, or a family member had a cough or fever, or been exposed to anyone diagnosed with COVID-19 in the past 14 days?**
- **Are you or your child experiencing a fever, cough, cold, or flu-like symptoms? Loss of taste or smell? Difficulty breathing? Shortness of breath or fatigue?**

Remember, telehealth may also be available to you if you would like to schedule a virtual appointment. Whether online or in-person, we take privacy very seriously at The Children's Institute. We will take every measure to make sure that we keep telehealth sessions as secure and safe as possible. As always, none of your personal information will be shared with others without your consent.

Preparing for Your Appointment



Things to Know as You Prepare

- **Are you and your child still symptom-free?** If there is any change to your answers to the screening questions asked when scheduling, please call ahead and confirm it is still safe to attend the appointment. All patients and clients must be symptom-free to receive treatment or therapy.
- **Only one parent or guardian is to accompany a child to their appointment.** If possible, siblings should be left with another caregiver at home. Parents/guardians are expected to attend the child's appointment (this applies to rehab therapy appointments, not behavioral health appointments).
- **All guests over the age of 2 must wear a mask. Guests should prepare to bring and wear their own masks. Masks with a valve for external filtration will not be permitted as they only protect the wearer.** If you do not have a mask, you will be provided resources only if we have adequate supplies. In the event you do not have your own mask and we do not have supplies, we may ask that you please reschedule your appointment.

The Day of Your In-Person Appointment

You may see some changes when it is time for your next appointment, which we have implemented for the safety and well-being of our amazing kids, families, and team members. We look forward to seeing you - safely!

- While masks are required for caregivers and children over the age of 2, they are also required by our team members. While our team members may look a little different in their personal protective equipment (PPE), we will assure your child it's still the same friendly face underneath.
- Temperatures will be screened upon entering our buildings. If a temperature is above 100.3, the appointment will need to be rescheduled and you will be kindly asked to exit the building for the safety of our other families and team.
- Plexiglass barriers have been installed where needed at our Information Center and other reception areas to minimize exposure to airborne pathogens.
- Seating areas in our waiting rooms and lobbies have been reduced to encourage social distancing, at least 6 feet apart.
- Our waiting areas will no longer offer magazines, children's toys, or other high-touch items.
- Water fountains are not in use at this time.
- Restrooms have been converted to single occupancy, though you and your child may enter together.
- All treatment areas will be cleaned before and after each individual visit.
- Our pools have been closed and aquatic therapy is not offered at this time.