

BLUE FISH PEDIATRICS (INTERNAL USE ONLY)

COVID-19 / Telemedicine Protocol Change Tracking – Weekly Updates

Update: 5/26/2020

Reference Number	Department(s)	Previous Protocol Date	Previous Protocol Content	Protocol Update	Updated Protocol Content
101	Back Office / Doctors	3/20/2020 AM	Nebulizer Treatment/Usage	3/20/2020 PM	Nebulizer Treatment/Usage + Guidelines for Asthma Patients
101A	Back Office / Doctors	3/20/2020	Nebulizer Treatment/Usage + Guidelines for Asthma Patients	3/23/2020	Memo on No Nebulizer Treatments
101B	Back Office / Doctors	3/23/2020	Memo on No Nebulizer Treatments	4/13/2020	Updated Memo on MDI Usage
102	Front Office	NA	NA / Pre-COVID-19	3/23/2020	Well and Sick Visits Scheduled Separately
102A	Front Office	3/23/2020	Separate WCC & Sick	3/26/2020	Wells moved to AM, Sick to PM
103	Back Office / Doctors	NA	PPE Optional	3/23/2020	MAs and Doctors Required to Wear Googles and Masks
104	All	3/19/2020	COVID-19 Testing Policy	3/23/2020	COVID-19 Testing with Self-Assessment Tool link
105	All	3/17/2020	COVID-19 Triage Flow Chart	3/27/2020	COVID-19 Triage Chart (updated/simplified)
105A	All	3/27/2020	COVID-19 Triage Flow Chart	4/1/2020	COVID-19 Triage Chart (updated)
106	Front Office	3/27/2020	Front Office Telemedicine Protocol (see file)	3/30/2020	Front Office Telemedicine Protocol with updates (see file)
106A	Front Office	3/30/2020	Front Office Telemedicine	4/13/2020	Front Office Telemedicine Protocol with updates (see file)

			Protocol with updates (see file)		
107	Back Office	3/27/2020	Back Office Telemedicine Protocol (see file)	3/27/2020	Back Office Telemedicine Protocol with updates (see file)
107A	Back Office	3/27/2020	Back Office Telemedicine Protocol (see file)	3/31/2020	Back Office Telemedicine Protocol with updates (see file)
108	Back Office / Doctors	NA	NA / Pre-COVID-19	3/31/2020	N95 Mask Usage Memo
109	Back Office / Doctors	NA	NA / Pre-COVID-19	4/1/2020	COVID-19 Attire Memo
110	All	NA	NA / Pre-COVID-19	4/2/2020	Memo about Sick Walk-Ins During WCC Blocks
111	Doctors	NA	NA / Pre-COVID-19	4/3/2020	Memo about After-Hours Telemedicine Visits
111A	Doctors	4/3/2020	Memo about After-Hours Telemedicine Visits	4/7/2020	Updated verbiage for doctors regarding \$50 charge
112	All	NA	NA / Pre-COVID-19	4/9/2020	Testing Site Options for Patients
112A	All	4/9/2020	Testing Site Options for Patients	4/13/2020	Updated Testing Site Options for Patients
112B	All	4/13/2020	Updated Testing Site Options for Patients	4/24/2020	Updated Testing Site Options for Patients
112C	All	4/24/2020	Updated Testing Site Options for Patients	5/7/2020	Updated Testing Site Options for Patients
113	Front	NA	NA	4/9/2020	Updated Front Office Triage Questions/Protocol
114	Back Office	NA	NA / Pre-COVID-19	4/9/2020	Memo on Door Attendant
115	Doctors/Billing	NA	NA	4/24/2020	Memo on Inhaler Billing
116	All	NA	NA	4/30/2020	Letter to Patients about WCCs
117	All	NA	NA	5/1/2020	COVID-19 Standards of Safe Practice Sign
118	All	NA	NA	5/21/2020	Statement on Antibody Testing
119	All	NA	NA	5/21/2020	Memo on Staff Wearing Masks
120	All	NA	NA	5/21/2020	Memo on COVID-19 Testing
121	All	NA	NA	5/21/2020	Memo on Daily Staff Screening
122	All	3/17/2020	Travel Memo	5/21/2020	Updated Travel Memo
123	All	NA	NA	5/22/2020	Daycare Guidance
124	All	NA	NA	5/22/2020	Spending Time with Family and Friends Guidance

125	All	NA	NA	5/22/2020	Summer Camp Guidance
126	All	NA	NA	5/22/2020	Travel Guidance
127	All	3/15/2020	COVID-19 FAQs	5/22/2020	Updated COVID-19 FAQs

Reference Number: 101

Department: Back Office / Doctors

PREVIOUS – 3.20.20 Nebulizer Treatment/Usage Memo

Physicians: Due to the risk of COVID-19 being aerosolized during a nebulizer treatment, we ask that you keep these to a minimum in office. Please use caution when ordering these, and only order when absolutely necessary. When going back into the room, we advise you wear an N95 mask and goggles.

MA's: Wear goggles and N95 masks while setting up the nebulizer treatment and when turning off the nebulizer machine. The room will need to be wiped down with Sani Wipes, or its substitute, after the patient has left. Wear goggles, N95 masks and gloves when cleaning the room.

CURRENT – 3.20.20 Nebulizer Treatment/Usage + Asthma Patients Memo

Physicians: Due to the risk of COVID-19 being aerosolized during a nebulizer treatment, we ask that you keep these to a minimum in office. Please use caution when ordering these, and only order when absolutely necessary. When going back into the room, we advise you wear an N95 mask and goggles. There is less risk if an inhaler and spacer is used for breathing treatments, parents will be asked to bring their own rescue inhaler and spacer to use if necessary.

MA's: Wear goggles and N95 masks while setting up the nebulizer treatment and when turning off the nebulizer machine. The room will need to be wiped down with Sani Wipes, or its substitute, after the patient has left. Wear goggles, N95 masks and gloves when cleaning the room. If a treatment is done with the patient's own rescue inhaler and spacer, then the room will only need to be cleaned with Lysol, or its substitute.

Phones MA's: When speaking with a parent of an asthma patient and the patient requires an office visit, please ask the parents to bring in the patients **rescue inhaler and spacer**. This is to help reduce the potential risk of COVID-19 being aerosolized during a nebulizer treatment in office.

Front Office: When scheduling an appointment for respiratory concerns and the patient has asthma, ask the parents to bring in the patients rescue inhaler and spacer.

Reference Number: 101A

Department: Back Office / Doctors

PREVIOUS – 3.20.20 Nebulizer Treatment/Usage + Asthma Patients Memo

CURRENT – 3.23.20 Updated Memo on Nebulizer Usage

Blue Fish Pediatrics

Memo

To: Doctors and MAs

From: Management

Date: March 23, 2020

Re: MDI and Spacer use in office

To prevent COVID-19 being aerosolized in the office, we have purchased albuterol inhalers for in office use. We will use Styrofoam cups and create a spacer and dose 4 puffs of the albuterol inhaler in lieu of the nebulizer. If the doctor requests a regular spacer and mask, we have small and medium available for use.

Once the procedure is completed, the MA will dip all parts of the inhaler in alcohol to sanitize and clean. If a regular spacer and mask are used, those will also need to be dipped in alcohol.

Doctors can order the procedure like you would normally a nebulizer treatment.

Reference Number: 101B

Department: Back Office / Doctors

PREVIOUS – 3.23.20 Updated Memo on Nebulizer Usage

CURRENT – 4.13.2020 UPDATED Memo on MDI Usage

Blue Fish Pediatrics

Memo

To: Doctors and MAs
From: Management
Date: April 13, 2020
Re: MDI and Spacer use in office

To prevent COVID-19 being aerosolized in the office we have purchased albuterol inhalers for in office use. We will use Styrofoam cups and create a spacer and dose 4 puffs of the albuterol inhaler in lieu of the nebulizer. If the doctor requests a regular spacer and mask, we have small and medium available for use.

The MA will push the template over into the progress note for documentation of the procedure.

Once the procedure is completed, the MA will wipe the inhaler with a sani-wipe and then dip all parts of the inhaler in alcohol for 5 minutes to sanitize and clean. The inhaler will be air-dried. If a regular spacer and mask are used, those will also need to be dipped in alcohol.

Doctors can order the procedure like you would normally a nebulizer treatment.

Reference Number: 102

Department: Front Office

PREVIOUS – Well and Sick Visit Scheduling

Pre-COVID-19: No separate scheduling (normal protocols)

CURRENT – Well and Sick Visits Scheduled Separately (Newborns first, Sick AM, Well PM)

- Well child checks and sick visits will be done during separate segments of the day. We will call you to reschedule if needed.
- Newborns visits will be seen first thing in the morning
- Well visits will be at designated times with no sick visits scheduled during this period
- Sick visits will be at designated times. The waiting room will be separated into those with respiratory issues and those without.

Reference Number: 102A

Department: Front Office

PREVIOUS – Well and Sick Visit Scheduling (Newborns first, Sick AM, Well PM)

CURRENT – Well AM and Sick PM per following scheduling template 3/26/2020

8:20am - 9:20am: Newborns (and wells if empty)

9:30am - noon: All wells

1:20pm - 5:00pm (or later if needed): All sick

Reference Number: 103

Department: Back Office / Doctors

PREVIOUS – PPE was optional for MAs and Doctors

CURRENT – PPE mandatory for MAs and Doctors

Reference Number: 104

Department: ALL

PREVIOUS – Blue Fish COVID-19 Testing Policy (3/19/2020)

Dear Blue Fish patients and families:

After much study and deliberation, at this time, Blue Fish Pediatrics has decided not to offer testing for COVID-19 in our offices for the following reasons:

- Testing is not likely to alter patient treatment. Fortunately, children with COVID-19 usually exhibit mild symptoms or none at all. Like other viruses our families have experienced, there is currently no established treatment available other than supportive care. Our patients know that we usually do not order tests without knowing how the test results will change our treatment plan.
- Testing is not likely to change how our patients are triaged in an outpatient pediatric setting. Because most of our patients will experience mild illness, a positive test for COVID-19 would not change our recommendation for you to monitor your child's condition at home. While a positive test might inform you how diligent to be with isolation efforts, the CDC currently recommends aggressive social distancing for everyone. This is especially true if your child is ill. In other words, if you are concerned that your child has COVID-19, you should consider isolating them even without a positive test result. On the other hand, a negative result, while reassuring, does not eliminate the ongoing risk of your child contracting or spreading the illness.
- Testing is likely to bring more people into the office, which will facilitate the spread of the disease.
- Testing will strain the already limited testing capabilities that are needed by hospitals and healthcare providers on the very front lines.

- ~~Testing will not substantially contribute to the epidemiological understanding of the COVID-19 pandemic (large scale efforts are currently being planned).~~

~~For all of these reasons, we expect that the majority of our patients, even those who have been exposed to or are experiencing symptoms consistent with COVID-19, will not require testing at this time. As always, if your child is ill and you are concerned about their condition, please call our office for guidance. If your child's doctor determines that your child meets the criteria for testing established by our local public health authorities and you desire to have them tested, we will make the appropriate referral to community testing facilities.~~

CURRENT – Blue Fish COVID-19 Testing Policy Update (3/23/2020)

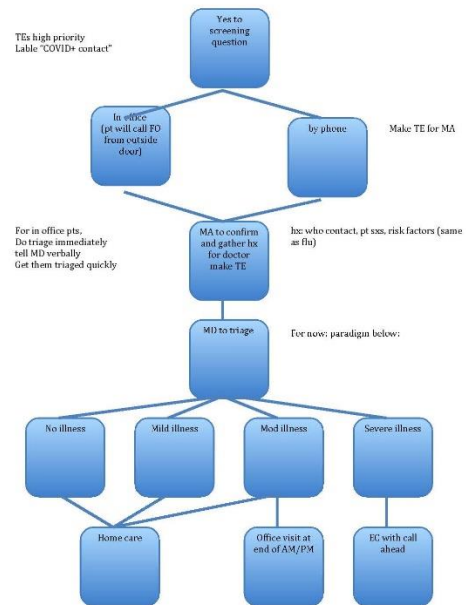
- Testing in our office will not substantially contribute to the epidemiological understanding of the COVID-19 pandemic at this time (large scale efforts are currently being implemented). Here is a link to the Harris County/Houston Coronavirus Disease (COVID-19) self-assessment tool which can determine who is at risk for COVID-19 and then refer you to a testing site if appropriate: <https://checkforcorona.com/harris-county#/welcome>

For all of these reasons, we expect that the majority of our patients, even those who have been exposed to or are experiencing symptoms consistent with COVID-19, will not require testing in our office at this time. As always, if your child is ill and you are concerned about their condition, please call our office for guidance. If your child's doctor determines that your child meets the criteria for testing established by our local public health authorities or you desire to have them tested, please visit <https://checkforcorona.com/harris-county#/welcome>

Reference Number: 105

Department: ALL

PREVIOUS – 3.17.2020 Triage Flow Chart



CURRENT – 3.27.2020 Triage Chart

COVID-19 TRIAGE CHART

	POSITIVE COVID TEST	POSITIVE COVID EXPOSURE	NO KNOWN COVID Exposure and NO Positive COVID Test
No Symptoms	<ul style="list-style-type: none"> Quarantine 14 days and monitor for symptoms Offer Telemedicine if wants evaluation If wanting to be seen in office discuss with MD 	<ul style="list-style-type: none"> Quarantine 14 days and monitor for symptoms Offer Telemedicine if wants evaluation If wanting to be seen in office discuss with MD 	Normal Triage
Mild to Moderate Symptoms	<ul style="list-style-type: none"> Isolate until fever free 3 days AND at least 7 days from beginning of symptoms* Offer Telemedicine if wants evaluation If wanting to be seen in office discuss with MD 	<ul style="list-style-type: none"> Isolate until fever free 3 days AND at least 7 days from beginning of symptoms Offer Telemedicine if wants evaluation If wanting to be seen in office discuss with MD 	Normal Triage
Severe Symptoms Very Lethargic Very Irritable Respiratory Distress	Send to Children's ER and call ahead to advise Hospital about +COVID Test	Send to Children's ER and call ahead to advise Hospital about +COVID Exposure	Normal Triage

*Test-based strategy recommends negative results for COVID-19 from at least two nasopharyngeal swabs >24 hours apart

Reference Number: 105A

Department: ALL

PREVIOUS – 3.27.2020 Triage Flow Chart (see above)

CURRENT – 4.1.2020 UPDATED Triage Flow Chart

COVID-19 TRIAGE CHART

	POSITIVE COVID TEST	POSITIVE COVID EXPOSURE	NO KNOWN COVID Exposure and NO Positive COVID Test
No Symptoms	<ul style="list-style-type: none">Quarantine 14 days and monitor for symptomsOffer Telemedicine if wants evaluationIf wanting to be seen in office discuss with MD	<ul style="list-style-type: none">Quarantine 14 days and monitor for symptomsOffer Telemedicine if wants evaluationIf wanting to be seen in office discuss with MD	Normal Triage
Mild to Moderate Symptoms	<ul style="list-style-type: none">Isolate until afebrile for 3 days, AND at least 7 days since onset of symptoms, AND URI Sx improvedOffer Telemedicine if wants evaluationIf wanting to be seen in office discuss with MD	<ul style="list-style-type: none">Isolate until afebrile for 3 days, AND at least 7 days since onset of symptoms, AND URI Sx improvedOffer Telemedicine if wants evaluationIf wanting to be seen in office discuss with MD	Normal Triage
Severe Symptoms Very Lethargic Very Irritable Respiratory Distress	Send to Children's ER and call ahead to advise Hospital about +COVID Test	Send to Children's ER and call ahead to advise Hospital about +COVID Exposure	Normal Triage

*Test-based strategy recommends negative results for COVID-19 from at least two nasopharyngeal swabs >24 hours apart

Reference Number: 106

Department: Front Office

PREVIOUS – 3.27.20 Front Office Telemedicine Protocol (see file)

CURRENT – 3.30.20 Front Office Telemedicine Protocol UPDATED (see file)

Reference Number: 106A

Department: Front Office

PREVIOUS – 3.30.20 Front Office Telemedicine Protocol UPDATED (see file)

CURRENT – 4.13.20 Front Office Telemedicine Protocol UPDATED (see file)

Reference Number: 107

Department: Back Office

PREVIOUS – 3.27.20 Back Office Telemedicine Protocol (see file)

CURRENT – 3.27.20 Back Office Telemedicine Protocol UPDATED (see file)

Reference Number: 107A

Department: Back Office

PREVIOUS – 3.27.20 Back Office Telemedicine Protocol UPDATED (see file)

CURRENT – 3.31.20 Back Office Telemedicine Protocol UPDATED (see file)

Reference Number: 108

Department: Back Office / Doctors

PREVIOUS – NA / Pre-COVID-19

CURRENT – 3.31.20 Memo on N95 Mask Usage

Blue Fish Pediatrics

Memo

To: MAs
From: Management
Date: March 31, 2020
Re: N95 masks

Effective immediately MAs need to wear N95 mask while swabbing for flu, RSV, and strep. Surgical mask can be worn during all other patient interaction.

Fabric masks should have a surgical mask slid in or under the mask.

N95 that have been used for strep, flu, and RSV swabs should be changed out about every 2 weeks since these are not used with every patient.

Any mask grossly contaminated or used with a possible COVID-19 patient need to be disposed of and a new mask will be given.

Reference Number: 109

Department: Back Office / Doctors

PREVIOUS – NA / Pre-COVID-19

CURRENT – 4.1.20 Memo on COVID-19 Attire

Blue Fish Pediatrics

Memo

To: Doctors and Back Office Staff
From: Jung and Pielop
Date: 4/1/20
Re: Attire during COVID-19

To help prevent as much viral exposure as possible, we ask that doctors and staff refrain from wearing their lab coats and/or fleece jackets, bracelets/watches and ties. If you need to wear a jacket, then your sleeves should be rolled up to your elbows so that you are bare from the elbows down. This will ensure that you are able to properly clean your hands and reduce the amount of germs transferred between patients.

Dr. Jung has posted an article in regards to this on the COVID-19 Facebook page. Supervisors can pull up Facebook and allow staff to read the article.

Reference Number: 110

Department: ALL

PREVIOUS – NA / Pre-COVID-19

CURRENT – 4.2.20 Memo on Sick Walk-Ins During WCC Blocks

Blue Fish Pediatrics

Memo

To: Doctors, Front Office, Back Office
From: Management
CC:
Date: 4/2/2020

Sick Walk-Ins During WCC Block Times

1. If a sick patient walks in to the office during the well visit block times, please politely ask the parent to wait in the hallway near the door or in their car (please keep in mind waiting in car should be reserved for clinics located on the first floor). Please explain to the parent that we are separating sick visits and well visits during separate segments of the day to prevent any exposure to our patients.
2. Get guidance from the physician on whether the patient can be seen right away or be put on the schedule during the sick visit hours.
3. Doctors will assess the patient to see if they are under any distress or having any difficulty of breathing. If no URI symptoms it should be ok to add the patient to the schedule and room quickly.
4. If a parent refuses to leave the waiting room, please politely ask the other families to sit on the opposite side of the waiting room until they are pulled into a room where the situation can be further managed privately. Please make sure you clean the waiting room after the patient has been pulled back.

Reference Number: 111

Department: Doctors

PREVIOUS – NA / Pre-COVID-19

CURRENT – 4.3.20 Memo on After-Hours Telemedicine Visits

Blue Fish Pediatrics

Memo

To: All Blue Fish Doctors
From: Owners and Management
Date: March 30, 2020
Re: After-hours Telemedicine Visits

Doctors who are on-call will be able to use Doxy.me to do telemedicine visits during non-office hours. If an on-call doctor wants to convert an after-hours phone call into a telemedicine visit, they are more than welcome to, as long as the following is done:

- The parent need to approve of being billed \$50 for the visit. This needs to be addressed before starting the visit. We will subsequently check their insurance and if telemedicine is covered, the \$50 charge will become a credit and may be reimbursed to the parent.
- The doctor will need to create a "Virtual Visit" for the after-hours telemedicine visit by creating a new telephone encounter and notating a SOAP note in the Virtual Visit tab in ECW.
- Should an exam or test be necessary, it can be scheduled the following day should the office be open. The doctor will need to let the front desk know to call and schedule the patient for a carvisit. If another doctor is required to examine the patient, the visit will go to that doctor and be billed as an in-office sick visit. There will not be compensation to the televisit doctor.
- The doctor will need to inform the front office to create a billing sheet for the after-hours telemedicine visit at the start of clinic the next business day.
- The front office will scan that billing sheet into the billing department's server and make sure it goes into the correct date folder.

The billing department will match the billing sheet to the notes entered by the doctor in the virtual visit of the telephone encounter they created for the telemedicine visit in ECW.

Reference Number: 111A

Department: Doctors

PREVIOUS – 4.3.20 Memo on After-Hours Telemedicine Visits

CURRENT – 4.7.20 Updated verbiage regarding \$50 charge

Update to after-hours Doxy visits for doctors:

Doctors,

When doing an after-hours doxy visit, rather than informing parents they will be billed \$50 for the telemedicine visit and then letting them know we will reimburse them if their insurance covers it, please inform them of the following instead:

"We will check with your insurance and if there is no coverage, you will get a bill for \$50.00."

This is less confusing and more accurate as far as the workflow of the billing sheet goes.

Reference Number: 112

Department: ALL

PREVIOUS – NA / Pre-COVID-19

CURRENT – 4.9.20 Testing Site Options for Patients

COVID-19 TESTING SITE OPTIONS FOR PATIENTS

Option 1: Free Public Health Option (no referral necessary)

1. The patient will need to visit <https://checkforcorona.com/harris-county#/welcome> - Harris County
<https://www.checkforcorona.com/fort-bend-county#/welcome> - Fort Bend County
2. Fill out prescreening questionnaire
3. If they qualify for testing, they will be given a phone number to call and a unique identification code
4. They call the number provided for the phone consultation
5. If they are deemed "at risk" they will be given another unique identification code and instructions on where to go for testing.
6. **Testing is done at no cost to the patient. Tests are done based on availability.**

Option 2: PCP Referral to a UT Physicians site

1. If the patient meets the current testing criteria on checkforcorona.com, their PCP will create a referral and assign it to "Referrals, UTP." A lab slip will be created so that the front office can attach it to the referral when they submit it. The lab slip is all the patient needs in order to qualify for testing, no further screening necessary.
2. To get the testing appointment scheduled, the parents should call UTP referrals at 713-486-2619, and have their PCP name and office phone number readily available.
3. The patient should show up to their testing site during their scheduled appointment time, in their vehicle, and photo ID ready. They will need to stay in their car for testing.
4. The referring physician will receive the lab results.
5. **Cash pay patients will be charged \$67 for the test. For patients with insurance, the lab will bill their insurance.**

Option 3: Urgent Care for Kids (no referral necessary)

1. Urgent Care for Kids is providing COVID-19 testing for children and adults. They are requiring a prescreen via virtual visit. The patient will need to register online <https://urgentcarekids.com/covid19-test/>. **All copays are being waived and for self-pay patients the virtual visit will only cost \$50. Testing is included with the virtual visit, if deemed necessary.**
2. If there is a risk for COVID-19 and the test is deemed medically necessary, the patient will be directed to the nearest Urgent Care for Kids testing site.
3. Upon arriving to the testing facility, the patient will have to call the clinic to announce their arrival.
4. The provider will swab the patient in the car and the patient is allowed to leave.
5. The patient will be called with the results.

Reference Number: 112A

Department: ALL

PREVIOUS – 4.9.2020 Testing Site Options for Patients

CURRENT – 4.13.20 Updated Testing Site Options for Patients

COVID-19 TESTING SITE OPTIONS FOR PATIENTS

Option 1: Free Public Health Option (no referral necessary)

1. The patient will need to visit:
Harris County - <https://checkforcorona.com/harris-county#/welcome>
Fort Bend County - <https://www.checkforcorona.com/fort-bend-county#/welcome>
2. Fill out the prescreening questionnaire.
3. If they qualify for testing, they will be given a phone number to call and a unique identification code.
4. They call the number provided for the phone consultation.
5. IF they are deemed "at risk" they will be given another unique identification code and instructions on where to go for testing.

Testing is done at no cost to the patient. Tests are done based on availability.

Option 2: Testing with UT Physicians

1. If the patient meets the current testing criteria on checkforcorona.com, the physician will order COVID-19 test on the billing sheet.
2. An MA will create a lab slip, print it out and then hand it to the front office, informing them that it's for COVID-19 testing. **DO NOT PLACE IN THE "TO BE PROCESSED" SCAN TRAY**
3. The front office will scan the lab slip into the patient documents and assign it to "Referrals, UTP."
4. The front office will then call the UTP Referral line at 713-486-5224, to let them know a lab slip was sent.
5. The UTP referral coordinator will contact the parents to schedule the testing appointment.
6. The patient should show up to their testing site during their scheduled appointment time, in their vehicle, with photo ID ready. They will need to stay in their car for testing.
7. The ordering physician will receive the lab results through ECW.

Cash pay patients will be charged \$67 for the test. For patients with insurance, the lab will bill their insurance.

Option 3: Urgent Care for Kids (no referral necessary)

1. Urgent Care for Kids is providing COVID-19 testing for children and adults. They are requiring a prescreen via virtual visit. The patient will need to register online <https://urgentcarekids.com/covid19-test/>.
2. If there is a risk for COVID-19 and the test is deemed medically necessary, the patient will be directed to the nearest Urgent Care for Kids testing site.
3. Upon arriving to the testing facility, the patient will have to call the clinic to announce their arrival.
4. The provider will swab the patient in the car and the patient is allowed to leave.
5. The patient will be called with the results.

All copays are being waived and for self-pay patients the virtual visit will only cost \$50. Testing is included with the virtual visit, if deemed necessary.

Reference Number: 112B

Department: ALL

PREVIOUS – 4.13.20 Updated Testing Site Options for Patients

CURRENT – 4.24.20 Updated Testing Site Options for Patients

COVID-19 TESTING SITE OPTIONS FOR PATIENTS

Option 1: Free Public Health Option (no referral necessary)

1. The patient will need to visit:
Harris County - <https://checkforcorona.com/harris-county#/welcome>
Fort Bend County - <https://www.checkforcorona.com/fort-bend-county#/welcome>
2. Fill out the prescreening questionnaire.
3. If they qualify for testing, they will be given a phone number to call and a unique identification code.
4. They call the number provided for the phone consultation.
5. If they are deemed "at risk" they will be given another unique identification code and instructions on where to go for testing.

Testing is done at no cost to the patient. Tests are done based on availability.

Option 2: Testing with UT Physicians (lab slip and appointment required)

1. If the patient meets the current testing criteria on checkforcorona.com, the physician will order COVID-19 test on the billing sheet.
2. An MA will create a lab slip, print it out and then hand it to the front office, informing them that it's for COVID-19 testing. **DO NOT PLACE IN THE "TO BE PROCESSED" SCAN TRAY**
3. The front office will scan the lab slip into the patient documents and assign it to "Referrals, UTP."
4. The front office will then call the UTP Referral line at 713-486-5224, to let them know a lab slip was sent.
5. The UTP referral coordinator will contact the parents to schedule the testing appointment.
6. The patient should show up to their testing site during their scheduled appointment time, in their vehicle, and photo ID ready. They will need to stay in their car for testing.
7. The ordering physician will receive the lab results through ECW.

Cash pay patients will be charged \$67 for the test. For patients with insurance, the lab will bill their insurance.

Option 3: Urgent Care for Kids (no referral necessary)

1. Urgent Care for Kids is providing COVID-19 testing for children and adults. They are requiring a prescreen via virtual visit. The patient will need to register online <https://urgentcarekids.com/covid19-test/>.
2. If there is a risk for COVID-19 and the test is deemed medically necessary, the patient will be directed to the nearest Urgent Care for Kids testing site.
3. Upon arriving to the testing facility, the patient will have to call the clinic to announce their arrival.
4. The provider will swab the patient in the car and the patient is allowed to leave.
5. The patient will be called with the results.

All copays are being waived and for self-pay patients the virtual visit will only cost \$50. Testing is included with the virtual visit, if deemed necessary.

Option 4: City of Houston (open to everyone, wait times are unknown and tests are limited)

1. If the parent wishes to have the patient tested for COVID-19, but the patient does not meet the checkforcorona.com testing criteria, they can call 832-393-4220. Both Delmar Stadium and Butler Stadium offer free drive thru testing.
2. They will be given a unique identification code and directions on where to go for testing.
3. They will be given a receipt that has a phone number or lab information to find their results. If their specimen was sent to LabCorp or Quest they will need to create an account if they don't already have one.
 - a. LabCorp - <https://www.labcorp.com/results>
 - i. To create an account, they will need to enter the following:
 1. First name, last name
 2. Gender
 3. Date of birth
 4. Address (street, city, state and zip code)
 5. Phone number
 6. Email address
 - b. Quest - <https://myquest.questdiagnostics.com/web/home>
 - i. To create an account, they will need to enter the following:
 1. Full name
 2. Date of birth
 3. Full address (street, city, state and zip code)
 4. Phone number (10-digit)

Testing is done at no cost for the patient. Wait times are unknown and tests are very limited.

Reference Number: 112C

Department: ALL

PREVIOUS – 4.24.20 Updated Testing Site Options for Patients

CURRENT – 5.07.20 Updated Testing Site Options for Patients

COVID-19 TESTING SITE OPTIONS FOR PATIENTS

Option 1: Free Public Health Option (no referral necessary)

1. The patient will need to visit:
Harris County - <https://www.readyharris.org/Get-Tested>
Fort Bend County - <https://www.checkforcorona.com/fort-bend-county#/welcome>
2. Fill out the prescreening questionnaire.
3. If they qualify for testing, they will be given a phone number to call and a unique identification code.
4. They call the number provided for the phone consultation.
5. If they are deemed "at risk" they will be given another unique identification code and instructions on where to go for testing.

Testing is done at no cost to the patient. Tests are done based on availability.

Option 2: Testing with UT Physicians (lab slip and appointment required)

1. If the patient meets the current testing criteria on [checkforcorona.com](https://www.checkforcorona.com), the physician will order COVID-19 test on the billing sheet.
2. An MA will create a lab slip, print it out and then hand it to the front office, informing them that it's for COVID-19 testing. **DO NOT PLACE IN THE "TO BE PROCESSED" SCAN TRAY**
3. The front office will scan the lab slip into the patient documents and assign it to "Referrals, UTP."
4. The front office will then call the UTP referral line at 713-486-5224, to let them know a lab slip was sent.
5. The UTP referral coordinator will contact the parents to schedule the testing appointment.
6. The patient should show up to their testing site during their scheduled appointment time, in their vehicle, and photo ID ready. They will need to stay in their car for testing.
7. The ordering physician will receive the lab results through ECW.

Cash pay patients will be charged \$67 for the test. For patients with insurance, the lab will bill their insurance.

Option 3: City of Houston (open to everyone, wait times are unknown and tests are limited)

1. If the parent wishes to have the patient tested for COVID-19, but the patient does not meet the [checkforcorona.com](https://www.checkforcorona.com) testing criteria, they can call 832-393-4220. Both Delmar Stadium and Butler Stadium offer free drive thru testing.
2. They will be given a unique identification code and directions on where to go for testing.
3. They will be given a receipt that has a phone number or lab information to find their results. If their specimen was sent to LabCorp or Quest they will need to create an account if they don't already have one.
 - a. LabCorp - <https://www.labcorp.com/results>
 - i. To create an account, they will need to enter the following:
 1. First name, last name
 2. Gender
 3. Date of birth
 4. Address (street, city, state and zip code)
 5. Phone number
 6. Email address
 - b. Quest - <https://myquest.questdiagnostics.com/web/home>
 - i. To create an account, they will need to enter the following:
 1. Full name
 2. Date of birth
 3. Full address (street, city, state and zip code)
 4. Phone number (10-digit)

Testing is done at no cost for the patient. Wait times are unknown and tests are very limited.

Reference Number: 113

Department: Front Office

PREVIOUS – NA

CURRENT – 4.9.20 UPDATED Front Office Triage Questions/Protocol

Blue Fish Pediatrics

Memo

To: All Employees and Doctors
From: Management
cc:
Date: 4/9/2020
Re: Update on COVID-19 Screening

For all answered calls, the front office will now be asking two screening questions:

"Has your child or anyone in the household tested positive for COVID-19 or had direct contact with a positive confirmed case of COVID-19?"

"Does the child or the accompanying caretaker have both a fever and cough?"

If the answer is "Yes" to either of these questions, the front office will offer a telemedicine visit. If the parent prefers to come in to the office instead, the front desk will triage the call and send it to the phone MA to determine if the patient needs to be seen in office or not. The physician is encouraged to offer a car visit when possible.

If the physician decides to see the patient in office, the front office will schedule the visit at the end of the day.

If the patient or parent just has a fever or just has a cough and not both fever and cough, the front office will schedule a normal sick visit.

These questions will be asked when making reminder calls for WCCs the day before as well.

Reference Number: 114

Department: Back Office

PREVIOUS – NA / Pre-COVID-19

CURRENT – 4.9.20 Memo on Door Attendant

Blue Fish Pediatrics

Memo

To: All Staff
From: Management
Date: April 8, 2020
Re: Triage at the door

Starting Friday, April 10, 2020 one staff member will sit at a designated location to ask families before entering the office the triage questions.

Script: "I apologize for repeating the same question you have been already asked over the phone, but we are trying to be cautious and prevent as much viral exposure to the staff and other patients. Please answer the following questions."

"Has your child or anyone in the household tested positive for COVID-19 or had direct contact with a positive confirmed case of COVID-19?"

"Does the child or the accompanying caretaker have both a fever and cough?"

If they answer no to both questions, then okay to send them into the office.

If they answer yes, then ask them to wait outside for further triage.

If they answer yes to having fever or cough, but not both then okay to enter the office.

Designated locations for staff member to sit. The MAs will sit at the doors. They can be rotated out during lunch or hourly.

Memorial: One staff member between the 760 doors. One staff member outside 785 entrance.

Cypress: One staff member sitting right inside the main entry door.

Katy: One staff member sitting between both entry doors.

Woodlands: One staff member sitting outside the entry door.

Fairfield: One staff member sitting between both entry doors.

Heights: One staff member sitting right inside the entry door.

Sienna: One staff member sitting right inside the entry door.

Reference Number: 115

Department: Doctors / Billing

PREVIOUS – NA / Pre-COVID-19

CURRENT – 4.24.2020 Memo on Inhaler Billing

Blue Fish Pediatrics

Memo

To: Doctors
From: Billing Department
CC:
Date: 4/24/2020

Billing for inhaler use in office

According to the AAP coding guidelines, use of inhalers in the office are not considered billable. If you choose to use the inhalers in the office and the visit becomes longer than normal, you may bill for an E&M code for more complex decision making and longer time spent with patient such as 99214 if you feel that it was necessary.

Reference Number: 116

Department: ALL

PREVIOUS – NA / Pre-COVID-19

CURRENT – 4.30.2020 Letter to Patients about WCCs

April 30, 2020

Dear Blue Fish patients and families,

We hope that you are all doing well and staying safe as we work together to slow the spread of COVID-19. We are all trying to strike a balance between doing what is necessary and minimizing contact with each other. Thankfully, the American Academy of Pediatrics and other child health experts have commented on this dilemma specifically when it comes to well child care.

Please consider reading the following article from The New York Times in which health experts from the American Academy of Pediatrics and other organizations discuss the importance of keeping children vaccinated during the pandemic:

<https://www.nytimes.com/2020/04/23/health/coronavirus-measles-vaccines.html?referringSource=articleShare>

At Blue Fish Pediatrics, we are taking the following precautions to protect patients while in the office:

- Well child checks and sick visits will be done during separate segments of the day.
- Patients will be moved quickly into exam rooms, bypassing the waiting room, when space allows.
- Patients will be asked to stay in their exam rooms.
- Patients will go directly to the exit, bypassing checkout.
- We will be disinfecting the office regularly as per CDC guidelines.

We encourage you not to postpone your well child appointments as it will be difficult to accommodate everyone's requests for visits during the already limited summer schedule.

We will soon be reaching out to patients who cancelled their well child visits to offer them appointments while the schedule is currently open and flexible.

Thank you for allowing us to care for your children. We will continue to do everything that we can to protect both our patients and our community.

Thank you.

Blue Fish Pediatrics

Reference Number: 117

Department: ALL

PREVIOUS – NA

CURRENT – 5.1.2020 COVID-19 Standards of Safe Practice Sign



COVID-19 Standards of Safe Practice

- A mask will be worn by all Blue Fish staff and doctors during all patient contact.
- All patients will be screened for COVID-19 symptoms before making an appointment.
- All procedures that produce aerosolized transmission will be minimized and when performed an appropriate N95 mask and face shield will be utilized.
- Well child checks and sick visits will be done during separate segments of the day.
- Patients will be moved quickly into exam rooms, minimizing time in the waiting room, when space allows.
- Patients will be asked to stay in their exam rooms.
- Patients will go directly to the exit, bypassing checkout.
- We will be disinfecting the office regularly as per CDC guidelines.

Reference Number: 118

Department: ALL

PREVIOUS – NA

CURRENT – 5.21.2020 Statement on Antibody Testing

COVID-19 Antibody Testing Information

Some of our families have been asking for antibody testing for their children. As test quality improves and more data comes out regarding antibody testing, the value of antibody testing will increase.

However, at this time there are a lot of unanswered questions about antibody testing:

1. How accurate are the results?
2. Does a positive antibody test mean you are protected?
3. Could reinfection occur even with antibodies?
4. Could someone with antibodies still spread COVID-19 to others?

As we cannot provide accurate counsel based on this test, we believe there is low value at this time.

Please read the excerpt from the below article for further information.

McKenna, Stacy. "What COVID-19 Antibody Tests Can and Cannot Tell Us." *Scientific American*, May 5, 2020, <https://www.scientificamerican.com/article/what-covid-19-antibody-tests-can-and-cannot-tell-us/>.

Dozens of antibody tests for the novel coronavirus have become available in recent weeks. Because of limitations in testing accuracy and a plethora of unknowns about immunity itself, however, they are less informative about an individual's past exposure or protection against future infection.

In populations with a lower prevalence, tests are more likely to give false positives.

At this stage, experts warn that even the best SARS-CoV-2 antibody tests have little use at the individual level. More than four months after doctors in Wuhan, China, first identified the novel coronavirus that causes COVID-19, scientists are still scrambling to understand how our immune system responds to it. Although research increasingly shows that most people who have been infected probably produce antibodies to the virus, **it is not yet clear whether those antibodies prevent reinfection or how long any immunity will last.**

"We don't know the natural [course] of the disease. All we can do is [say] that if you have a good [antibody] test, and you trust the result, and you're positive, you did have exposure," says May Chu, a clinical professor of epidemiology at the Colorado School of Public Health. "We do not know if [those antibodies are] protective. And we won't know for months to come—until somebody else who's been infected before gets exposed to the virus again, and we see whether they get sick or not," says Chu, who is also a member of a World Health Organization expert group focused on infection control and prevention for the COVID-19 epidemic.

In fact, on April 24 the WHO released a scientific brief explicitly cautioning against the use of so-called "immunity passports" or "risk-free certificates." There have been a few reports of individuals testing positive for the virus after recovering and testing negative. But they have not been shown to have been reinfect.

While scientists work to get a handle on how the pandemic is playing out in different populations around the world, testing for antibodies against SARS-CoV-2 remains largely in the research domain.

Reference Number: 119

Department: ALL

PREVIOUS – NA

CURRENT – 5.21.2020 Memo on Staff Wearing Masks

Blue Fish Pediatrics

Memo

To: All doctors and staff
From: Management
Date: May 21, 2020
Re: Masks

Starting immediately, masks must be worn at all times except during lunch. N95, KN95, surgical masks, or cloth masks with a surgical mask inserted.

The phone MA must wear a face shield or a mask while on phone.

Reference Number: 120

Department: ALL

PREVIOUS – NA

CURRENT – 5.21.2020 Memo on COVID-19 Testing

Blue Fish Pediatrics

Memo

To: Doctors and all staff
From: Management
Date: May 21, 2020
Re: Testing

Updated information on COVID-19 testing, both nasopharyngeal and antibody, has been added to our website for our parents. All doctors and staff should visit our website and read the updated information.

If a parent calls and request COVID-19 testing for any organized activity or just for their own peace of mind, we can direct them to our website. This can be automated by the phone MA and no approval or order is needed by the doctor. A telephone encounter will be sent to the doctor to let them know that the phone MA gave them testing information. Our preferred option for testing is now through <https://www.readyharris.org/> as it is free and easily accessible.

Reference Number: 121

Department: ALL

PREVIOUS – NA

CURRENT – 5.21.2020 Memo on Daily Staff Screening

Blue Fish Pediatrics

Memo

To: All doctors and staff
From: Management
Date: May 21, 2020
Re: Staff screening updates

Starting 5/22/2020, one staff member will check temperatures and have every staff member answer the questions on the daily screening log. If you have not had someone come by to check your temp and answer the questions, then please find your MA supervisor.

The new questions include fever, non-allergic cough, sore throat, constant runny nose, shortness of breath, and loss of taste or smell. If you answer yes to any of the questions, you will be required to go home and be tested for COVID. Your office manager will discuss with you when it is appropriate to return to work.

As a reminder, please email Lavella and Lindsay a copy of the daily screening log at the end of each week.

Reference Number: 122

Department: ALL

PREVIOUS – 3.17.2020 Travel Memo

CURRENT – 5.21.2020 Updated Travel Memo

Blue Fish Pediatrics

Memo

To: All Employees
From: Management
cc:
Date: May 21, 2020
Re: Updated COVID-19 Travel Advisory

We advise that all Blue Fish employees refrain from any travel outside of Houston based on current health policy recommendations. We also request that you not travel to prevent yourself from being quarantined when you return, and therefore unable to work. Such an outcome would be detrimental to all of us.

Blue Fish policy will be to quarantine employees for at least one week for all international travel to Level 2 and Level 3 countries. Blue Fish will be following the governor's directive on state-to-state travel.

We understand that some travel is absolutely necessary and unavoidable (e.g. family emergency). In such a case, please let your supervisor(s) know ahead of time so they can prepare/respond accordingly.

Thank you for working hard and serving our patients well during this difficult time.

Blue Fish Pediatrics Management

Reference Number: 123

Department: ALL

PREVIOUS – NA

CURRENT – 5.22.2020 Daycare Guidance

COVID-19 Daycare Guidance

At a minimum, daycares should maintain social distancing, wipe surfaces, enforce hand washing frequently and adhere to the recent guidelines laid out by the Centers for Disease Control and Prevention (CDC). If cases of COVID-19 in Houston are rising significantly, it may be better not to send your child to daycare. TMC.edu is a great resource for tracking cases in Houston.

Some questions to ask yourself:

1. How healthy is your child? Do they have any chronic health conditions that would put them at an increased risk of significant illness from coronavirus, such as diabetes, asthma or immune deficiency?
2. How healthy are your other household members? Is there anyone who your child (upon returning from daycare) would have frequent contact with who is elderly or at increased risk of severe illness from COVID-19?
3. If your child gets sick at daycare, it could potentially mean the child or family would need to be on home quarantine for two weeks. What impact would this have on your household?

Reference Number: 124

Department: ALL

PREVIOUS – NA

CURRENT – 5.22.2020 Spending Time with Family and Friends Guidance

Guidelines for Spending Time with Family and Friends

1. If cases of COVID-19 in Houston are rising, it is probably better not to meet in person. TMC.edu is a great resource for tracking cases in Houston.
 2. If you do meet, meeting outdoors in a well ventilated area is ideal. If meeting indoors, good air circulation is important: turn on the AC/ceiling fan and open windows when possible. Maintain appropriate social distancing.
 3. Try to keep any indoor portion of any get together no longer than 30 minutes (the shorter the safer).
 4. Do not hug or shake hands. Elbow bumps are ok :)
 5. 10 people (including kids) should be the max number of people meeting. The smaller the group the safer.
 6. Anyone who is possibly sick should NOT join.
 7. Anyone who is or is living with someone who is awaiting a COVID-19 test or has recently been diagnosed with COVID-19 or is displaying COVID-19 symptoms should NOT join.
 8. Anyone who cannot afford a two-week quarantine period should they later find out someone in the group tested positive for COVID-19, should NOT join.
- Remember when you get together, you are not only potentially sharing germs with the people in your group, but you are also sharing germs with everyone they live with and everyone they live with may be sharing germs with you. The larger the group, the greater the risk to everyone at the meeting.

Reference Number: 125

Department: ALL

PREVIOUS – NA

CURRENT – 5.22.2020 Summer Camp Guidance

Summer Camp Guidance

At a minimum, camps have to maintain social distancing, wipe surfaces, enforce hand washing frequently and adhere to the recent guidelines laid out by the American Camp Association.

Some questions to ask yourself:

1. How healthy is your child? Do they have any chronic health conditions that would put them at an increased risk of significant illness from coronavirus, such as diabetes, asthma or immune deficiency?
2. How healthy are your other household members? Is there anyone who your child (upon returning from camp) would have frequent contact with who is elderly or at increased risk of severe illness from COVID-19?
3. How important is this camp to your child? If it is something they feel ambivalent about, it is probably not worth the exposure. If they have been looking forward to it since last year, it may deserve a serious family discussion.
4. What safety measures is the camp taking? Is there a screening process? Are there attempts at some degree of distancing? What happens if someone gets sick during camp? It is very possible, if someone gets sick at the camp, everyone will be sent home. It's for this reason if you do send your child, it's best that your family plan to be available for an unexpected pick-up.
5. If your child gets sick at camp, it could potentially mean the child or family would need to be on home quarantine for two weeks. What impact would this have on your household?

Reference Number: 126

Department: ALL

PREVIOUS – NA

CURRENT – 5.22.2020 Travel Guidance

Travel Guidance

Cases of coronavirus disease (COVID-19) have been reported in all states, and some areas are experiencing community spread of the disease. Travel increases your chances of getting and spreading COVID-19.

CDC recommends you stay home as much as possible, especially if your trip is not essential, and practice social distancing especially if you are at higher risk of severe illness. Don't travel if you are sick or travel with someone who is sick.

Considerations if You *Must* Travel

CDC recommends you stay home as much as possible and avoid close contact, especially if you are at higher risk of severe illness. If you *must* travel, there are several things you should consider before you go.

Protect yourself and others during your trip:

- Clean your hands often.
 - Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
 - If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub your hands together until they feel dry.
- Avoid touching your eyes, nose, and mouth.
- Avoid close contact with others.
 - Keep 6 feet of physical distance from others.
 - Avoiding close contact is especially important if you are at higher risk of getting very sick from COVID-19.
- Wear a cloth face covering in public.
- Cover coughs and sneezes.
- Pick up food at drive-throughs, curbside restaurant service, or stores. Do not dine in restaurants if that is prohibited by state or local guidance.

www.cdc.gov/travel

Reference Number: 127

Department: ALL

PREVIOUS – 3.15.2020 COVID-19 FAQs

CURRENT – 5.22.2020 Updated COVID-19 FAQs (3 pages)

COVID-19 FAQs

Updated on May 22, 2020

What is the Coronavirus Disease 2019?

The Coronavirus Disease 2019 (COVID-19) is a new respiratory virus first identified in Wuhan, Hubei Province, China. This virus was not previously known to cause human illness until the recent outbreak. It is believed that the virus was initially transmitted to humans from a wild animal. Human-to-human transmission is now the most common route of transmission.

What are the symptoms of COVID-19?

Similar to many viral respiratory illnesses, the symptoms of the virus mimic the common cold and include mild to severe respiratory illness with fever, cough, chills, muscle aches, sore throat, new loss of taste or smell, and difficulty breathing. Symptoms may appear between two to 14 days after exposure to the virus. Also be mindful that there are many causes for upper respiratory and allergy symptoms that are much more common than COVID-19.

How does COVID-19 spread?

As with any viral respiratory illness, COVID-19 can spread from person to person through small respiratory droplets, which are dispersed when a person with the virus coughs or sneezes and are then inhaled by another person. These droplets can also land on objects and surfaces around the infected person. Other people then catch the virus by touching these objects or surfaces, then touching their eyes, nose or mouth.

How do I protect myself from getting COVID-19?

There is currently no vaccine to prevent COVID-19. The best way to prevent the spread of germs is proper hand hygiene and cough etiquette. Below are some other tips:

- Wear a mask around other people
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and perform hand hygiene immediately.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

What do I do if I think I have COVID-19?

Based on CDC guidelines, if you think you may have COVID-19 and are experiencing minor symptoms, Blue Fish Pediatrics recommends you self-quarantine at home for at least 14 days and check our website for more information. And please call us if you have additional questions. For severe symptoms, call ahead to your local Emergency Center prior to arriving or dial 911 if you need emergent care.

How can I be tested for COVID-19?

Please read our Blue Fish COVID-19 section. ([hyperlink this Sam](#))

What happens if my child tests positive for Coronavirus?

If a patient is confirmed with COVID-19, reassuringly the pediatric population has fared very well with the illness. Most will only require a 14-day quarantine at home and will not require hospitalization. However, should they become more acutely symptomatic please contact us ASAP.

What about Multisystem Inflammatory Syndrome in Children?

MIS-C stands for multisystem inflammatory syndrome in children. Formerly called pediatric inflammatory multisystem syndrome, or PIMS, it describes a new health condition seen in children who have been infected with novel coronavirus, recovered from it and later have an immune response that results in significant levels of inflammation in organ systems and symptoms. MIS-C is similar to other inflammatory conditions like Kawasaki disease and toxic shock syndrome. Children who have MIS-C generally did not have obvious symptoms when they were infected with novel coronavirus, like cough, and generally were healthy prior to developing MIS-C. Fortunately, MIS-C is quite rare and to date most children have fared very well with proper treatment.

Will taking Tamiflu help me protect myself from getting COVID-19?

No, Tamiflu will not protect you from getting the novel coronavirus. Tamiflu is a drug to treat the flu, not a vaccine. The virus is so new and different that it needs its own vaccine. Researchers internationally have been working to develop antivirals, but at the present time, there is no specific treatment or vaccine.

How long does COVID-19 survive on surfaces?

Studies suggest that coronaviruses may persist on surfaces for a few hours or up to several days. If you think a surface may be infected, clean it with simple disinfectant to kill the virus and protect yourself and others.

How does COVID-19 compare to other Coronaviruses?

There are several common coronaviruses that typically cause respiratory illness, like the common cold. Symptoms of COVID-19 can range from mild infection to severe respiratory illness.

Is it safe to receive mail from any areas with confirmed cases of the Coronavirus?

Yes. The likelihood of an infected person contaminating commercial goods is extremely low and the risk of catching the virus from a package that has been moved, traveled and exposed to different conditions and temperatures is also extremely low.

How is Blue Fish Pediatrics protecting patients and staff from Coronavirus?

Blue Fish Pediatrics continues to take proactive steps to protect our employees, physicians, patients and community by implementing a workforce protocol based on CDC guidelines. These protocols includes screening our workforce daily, wearing masks at all times, and following CDC recommendation for sterilizing the exam and waiting rooms.

What is Blue Fish Pediatrics doing to prevent the potential spread of Coronavirus Disease 2019 (COVID-19) to patients and physicians?

To further protect the health of our patients, workforce and the community, and prevent the potential spread of Coronavirus Disease 2019 (COVID-19), Blue Fish Pediatrics is asking that at this time only one caretaker and the patient needing to be seen come to the office when at all possible – we understand this is not always feasible. Additionally, to reduce exposure to healthy children we will be using a modified scheduled for the time being.

Whom may I contact with questions on Coronavirus Disease 2019 (COVID-19) when my physician is not available?

If you have questions regarding Coronavirus Disease 2019 (COVID-19), the Houston Health Department call center is available weekdays from 9 a.m. to 7 p.m. and Saturdays from 9 a.m. to 3 p.m. They will also return voice messages left after hours on the following day.

Houstonians can call the center at [832-393-4220](tel:832-393-4220) and talk to department staff to obtain information about Coronavirus Disease 2019 (COVID-19).