Background
Starting April 6th, to keep our patients as safe as possible, we are separating our infant well visits into two parts, a brief measurement and immunization visit with a nurse followed by a virtual (phone or video) well check discussion with your provider. The measurement and immunization visits are taking place at specific locations where infants can be kept separate from other patients and interact with as few staff as possible.

Appointing Team Role
Patient is identified as needing vaccines or Well Child Exam.
• Patient and family are screened with the following questions
  o Is the child showing any signs/symptoms of any illness?
    ▪ Yes, do you want to call back to schedule or schedule virtual visit with provider?
    ▪ No, proceed.
  o Is there anyone in the household showing any signs/symptoms of illness?
    ▪ Yes, do you want to call back to schedule or schedule virtual visit with provider?
    ▪ No, proceed.

Suggested Scripting: To keep our patients as safe as possible, we are separating our infant well visits into two parts, a brief measurement and immunization visit with a nurse followed by a virtual (phone or video) well check discussion with your provider. We can go ahead and get those two visits scheduled today, we will want to schedule the immunization and measurement visit first, and then the phone call with your doctor a few days later. How does that sound?
• If they agree to the above, appoint to the clinic specific resource schedule, for the vaccine and a follow-up virtual visit with their PCP within about 1 week following vaccine visit.
  o Schedule 20-minute visit.
  o Use existing scripting on visitor policy.
  o They are to wait in the car, per arrival instructions listed below.
  o For these visits only: If any symptoms of illness develop between appointing and the visit, please call to reschedule.
  o The child should be dressed in clothing that is easily removed
  o Ask patient to arrive 15 minutes before appointment time.