

# NEW HOPE CHILDREN'S CLINIC

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March 24, 2020

Like so many others, COVID-19 is affecting the New Hope Children's Clinic, its patients and their families and our staff. We are, as a healthcare provider, keeping the doors open and continuing to provide medical care to our patients. However, this requires major changes to our workflow. Our doctors, as recommended by the American Academy of pediatrics, are seeing in clinic- children with well-check appointments that include vaccines and those children we determine need to be seen after an extensive phone triage. We are able to schedule "telehealth" appointments over the telephone with patients and their parents/guardians. Providers will keep appointments with our ADHD patients, also via telephone. We are grateful that BCBS of Alabama and Medicaid of Alabama are both allowing telemedicine for 30 days and reimbursing for telehealth during this national state of emergency. As always, doctors are available for after-hours calls and, not surprisingly, we are fielding concerns about this novel virus. Dr. Nord is participating in conference calls with the ADPH, and the Medical Association of the State of Alabama and going through numerous daily email updates. Our staff has been incredibly flexible and hardworking during this trying time. We count our blessings and thank you for your continued support.