



PHONES, PORTAL AND COVID, OH MY!

In the pediatric world, it currently feels like winter in August! As many of you know, there is an influx of viruses this summer! In our area, COVID is a growing portion of these illnesses, but we are inundated with other fevers, coughs, and more. The combination of an unexpected sick season, back to school physicals, a rush on forms (new vaccine requirements, new school forms, new schools, back to in person learning, last minute camp forms) is truly unexpected for us.

In addition, like many other businesses, healthcare felt the effects of COVID on our workplace and staff. We are working hard to build back up our staff - from the phones, to the front desk, to the floor nurses! All the providers at Capital Area Pediatrics are committed to providing your child and family excellent, personal care - but we cannot do it without all of our support staff.

We are asking our loyal and new families to hang in there with us! The next few weeks before school begins, we acknowledge our phones will be busy and appointments will be scarce. Please know we are doing our best every day to accommodate all of our families with urgent needs.

Please utilize our patient portal - especially for non urgent follow up questions and forms! Any new medical issues are best handled by the phone! Please do not call the office about forms to avoid overloading the phone lines and limiting access for urgent medical advice and care. We are inundated with forms! Our typical turnaround time is 5-7 business days. We are doing our best to get these done more quickly for all your deadlines! Some tips to help us get your forms back to you faster:

- Many forms are available on our website:
<https://www.capitalareapediatrics.com/resources/forms-and-downloads>
- Signed immunization record or TB risk screen requests should be submitted via portal
- Please fill out all parent portions of your forms before submitting to us.
- If your child is over the age of 5 years, please notate if your child has ever been diagnosed with COVID, symptomatic or asymptomatic. This is a new requirement for school/ sports clearance.
- Loudoun County students who need a TB risk form: if your well visit was more than 3 months ago, you need to answer the TB risk assessment questions before we can sign the form. The form is on our website at the following link:
https://storage.googleapis.com/treatspace-prod-media/pracf/u-564/CAP_Website_CH001

Capital Area Pediatrics would like to thank you for your patience and loyalty. We look forward to providing you care for years to come. Wear your mask, get vaccinated when you can, and hang in there with us!