

March 13, 2020

To our AKP families,

Angel Kids Pediatrics is one small part of the ongoing and collective effort to contain and mitigate the effects of COVID-19. While this idea of caring for humanity is familiar to us, the times are galvanizing us to a deeper pursuit of that ideal. That call has led our administrative team to take several steps to protect the welfare and safety of our patients, their families and our staff.

To ensure your child's health and wellness, we have already done the following:

- After every visit, we fully sanitize each patient exam room. This includes all patient surfaces such as chairs, exam beds, and patient equipment.
- Lobbies, waiting areas, and frequently handled items are sanitized every hour.
- All toys and casual reading materials have been removed from lobbies and patient exam rooms until further notice to limit exposure.
- Employees must thoroughly wash their hands with warm water and soap for at least 20 seconds before and after patient exams.
- We have advised any employees exhibiting any signs or symptoms of illness, including acute respiratory illness, to remain home.

Effective March 18th, 2020, we will begin transitioning to alternative patient scheduling to ensure patients receive safe, effective care that each family is comfortable with. The alternative scheduling methods are as follows:

- All wellness visits and routine maintenance visits (such as ADHD visits, pre-operative exams, newborn weight checks, etc.) will be offered in the mornings.
- All sick visits will be offered in the afternoons and evenings.
- We will be launching AKP Telehealth next week to help limit patient exposure and accommodate those who do not wish to or need to be seen in the office.

What we ask of you to help us in our efforts:

- To minimize the amount of time families spend in the office, we ask that you complete all patient forms and questionnaires prior to each visit. These forms can be found on our website.
- We ask you to leave siblings at home whenever possible.

As we do our part in slowing down the spread of COVID-19, we are grateful to all of our families for your flexibility in a rapidly changing situation. We will continue to closely monitor this developing situation. For the most up-to-date information about COVID-19, please visit our website at www.myangelkids.com. Thank you for your continued trust in our providers and care teams, and we look forward to continuing to care for your angels.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ashraf Affan', with a stylized flourish at the end.

Ashraf Affan, MD

President & CEO