



Televisits During COVID-19 Pandemic (12/1//2020)

During this COVID-19 pandemic, High Desert Pediatrics is offering Televisits with the goal of providing medical care for mild to moderate acute illnesses remotely so that patients may avoid the Emergency Department (ED) and Urgent Care (UC).

Please be aware that there are significant limitations to what can be done in Televisits and that you may be advised to go to an ED or UC if concerns cannot be adequately addressed remotely.

You may schedule a Televisit for the following symptoms:

- Mild to moderate cold and flu-like symptoms.
- Cough, congestion, runny nose.
- Mild wheezing or difficulty breathing **IF there is a history of asthma or inhaler use.**
- Headache. **Severe headache with the inability to move the neck due to pain and/or pain associated with bright lighting should go to the ED or UC.**
- Sore throat
- Ear pain
- Fever
- Fussiness, poor appetite
- Nausea, vomiting, diarrhea, mild to moderate abdominal pain. **Sudden or severe abdominal pain should go to the ED or UC.**

In order to minimize exposure risk, patients with the following may schedule a Televisit for initial evaluation or follow up:

- Anxiety
- Depression
- ADHD
- Behavioral problems
- Chronic recurrent abdominal symptoms
- Chronic recurrent headaches
- For these conditions, an in-office follow up may be needed to adequately address the concern. Additionally, labs or diagnostic imaging may also be required.

Anyone with severe symptoms such as struggling to breath and inability to stay awake and responsive should go to the ED immediately.

