



high desert  
pediatrics

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Dear High Desert Pediatric Families,

Thank you for choosing High Desert Pediatrics and trusting us with the care of your children. It has been a very challenging two years since the start of the pandemic. While things have improved significantly, things are still far from what they were prior to the pandemic.

At this time, we would like to take this opportunity to re-iterate a few policies that our office implemented at the start of the pandemic and will be continued.

- We are still requiring masks in our office. As a general pediatric office, we serve both well and ill children. Additionally, we serve a wide range of ages as well as children who have serious underlying medical conditions. Therefore, to keep everyone safe, we are still requiring masks for our staff as well as our families.
- To avoid congestion in the waiting area, we have not accepted walk-in visits since the start of the pandemic. We have no plans to resume walk-in visits in the foreseeable future.
- Please arrive 5-10 minutes early for your appointment. We have made great effort in seeing patients on time for their scheduled appointments. It is unfair and unreasonable to penalize patients who are on time by asking them to wait because the patient before them was late for their appointment. If you are late, you will be asked to reschedule.
- Access to our clinic is limited. Missed and late appointments results in patients being unable to access care in a timely manner. Please let us know 24 hours in advance if you know you cannot make an appointment so that we can offer that time to someone else. We reserve the right to decline to schedule future appointments for those who have excessive missed or late appointments.

Thank you for your understanding and cooperation.



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