

# Appointment Hours

## During the COVID-19 Pandemic



Children's of Alabama® | Pediatrics East  
Trussville & Deerfoot

### WELL CHECK APPOINTMENTS

**Monday — Friday**

8:30 am — 11:30 am

All morning appointment slots are for well-child visits.

### SICK VISIT APPOINTMENTS

**Monday — Friday**

1:30 pm — 4:30 pm

We offer telephone triage and telehealth visits throughout the day with LIMITED in-office visits.

### AFTER HOURS APPOINTMENTS

**Monday — Friday**

5:00 pm — 10:00 pm

Our answering service will send calls to the on-call physician for telehealth visits.

### WEEKEND APPOINTMENTS

**Trussville Location Only**

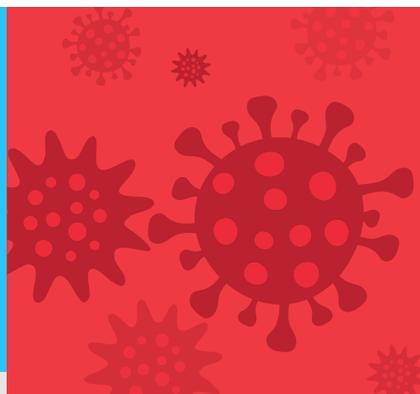
SATURDAY first available appointment starts at 9:00 am.

SUNDAY first available appointment starts at 1:00 pm.

We offer telephone triage and telehealth visits throughout the day with LIMITED in-office visits.

**To call or fax Pediatrics East:  
(Office) 205.836.8691  
(Fax) 205.212.7102**

**To schedule an After Hours  
Appointment, call: 205.661.4680  
or 205.836.8691 or 205.681.5377**



## **Clinic Changes during the 2020 Pandemic**

- **Well Check-Ups**

- All well check up visits have been moved to the morning, during our “well clinic” time.
- We are encouraging parents/guardians to bring their children in for routine check-ups and are especially stressing the importance of children under 2 years of age coming in for necessary vaccines. These visits should not be delayed, as check-ups and vaccinations are a vital part of your child’s health care.
- The entire office is deep cleaned every night. Each clinic room is cleaned thoroughly between patients.
- Our staff members are wearing masks and other personal protective equipment (PPE) to protect your child and family. Please do your best to prepare your child for this ahead of time.
- Temperatures are checked before anyone is allowed to come into the building, whether it is a patient, a family member, or a staff member.
- We ask that only the patient and one healthy parent/guardian enter the building for the visit.
- We are not using our waiting room during this time. When an appointment is scheduled, you will be given a phone number to which you may text your cell number for use at check in. When you arrive text the number you were given to let us know you are in the parking lot. You will then receive a phone call and a staff member will check you in over the phone. Please wait in your car to hear from the doctor or medical assistant for further instructions. Upon entering the building, you will be taken directly to a clean clinic room.
- Your doctor may do the history (the talking part of the visit) over the phone to further reduce your time physically in the building.
- After your visit, we ask that you schedule any follow-up appointments over the phone rather than at the front desk.
- If you have masks at home, we ask that you and your child wear them to the visit.

- **Injuries**

- If possible, we are trying to see patients with any injuries during the morning hours.
- The procedures above will be used to reduce the risk of exposure.
- We are also conducting some exams in the parking lot at your vehicle. Your doctor will determine the most appropriate approach based on the details of your situation.

- **Telehealth Visits**

- Talking with your doctor over the phone instead of coming into the office is appropriate for some situations.
- These telehealth visits can be changed to a same-day office visit if your doctor determines this is the best next step.
- For some situations, your doctor may recommend a video visit using the Zoom app. It may be downloaded to your phone or computer and you do not need to sign up for a Zoom account.
- Coverage of these visits varies amongst different insurance carriers, and there are some restrictions.

- **Sick Visits**

- Visits related to symptoms that may indicate a contagious illness are currently restricted to the afternoon.
- Many of the same changes described in the well check-ups section may be used to reduce the risk of exposure to illnesses.
  - The same check in process is used.
  - The staff is in PPE.
  - Every clinic room is cleaned thoroughly between patients.
- An evaluation may take place at your vehicle if your doctor determines that this is a safe and effective way to evaluate your child.
- If you have masks at home, we ask that you and your child wear them to the visit.

Pediatrics East is open and here to care for your children. Please continue to use good social distancing practices. We will continue to monitor the pandemic closely and adapt our practices to meet the needs of our patients and families in a safe manner.