



OSTEOPATHIC CENTER FOR CHILDREN

Dear OCC Patients:

On behalf of the Osteopathic Center for Children, we hope you are staying safe and well and taking care of yourself during this challenging time. The OCC continues to be available to support your osteopathic needs. This includes offering expanded regular in-person appointments and telemedicine options as allowed by federal and state executive orders and guidance.

Your health and safety is always our top priority. As you know, we temporarily limited appointments on March 13. This allowed us to see patients who needed immediate care and to prepare our response for the COVID-19 pandemic. In the meantime we have taken extra precautions so that we can offer in-person office visits. The office has instituted enhanced cleaning, robust screening, new procedural guidelines and other COVID-19 mitigating strategies to limit the risk of transmitting the virus. Thank you for trusting the OCC with your osteopathic needs. We hope that you and your loved ones remain safe and healthy.

If you have questions about COVID-19 or your upcoming appointment, please call the office at 619-583-7611. If you have general questions about COVID-19 please call your primary care physician. If you are experiencing a medical emergency, call 911.

**In-Person and telemedicine visits
are available to you now!**

Call us at 619-583-7611 to make an appointment and let us help you get the osteopathic care you are seeking. We look forward to seeing you soon!

COVID-19 PRECAUTIONS

While there is a threat of COVID-19 transmission, the OCC office will maintain specific precautions to protect you and your family during these uncertain times of the novel coronavirus crisis. Please know that these temporary measures intended to safeguard the health of everyone.

Below are some of the changes you may notice during your next appointment:

UPDATED OFFICES PROCEDURES

- OFFICE PROTECTIONS: We have increased the air exchange in the building and installed UV-C ultraviolet germicidal irradiation in the HVAC system and we are cleaning and disinfecting all rooms several times a day, especially high touch surfaces. Treatment room is cleaned after every patient. All surfaces are wiped down with FDA approved XXXX
- COVID-19 SCREENING: We are screening all patients and staff (visitors are not allowed at this time) for COVID-19 symptoms at time their appointment is scheduled and again upon arrival for each appointment. If any symptoms on the query are identified they are NOT allowed to enter the facility and they will be referred to their primary care physician or emergency services for follow up care. We apologize for the inconvenience.
- WEAR A MASK. A clean face covering or face mask is required and we ask that you wear freshly laundered unscented clothes at your appointment.
- WASH YOUR HANDS. Upon arrival you will immediately wash your hands. Hand sanitizer is available all around the building.
- GO DIRECTLY TO THE TREATMENT ROOM. The lobby, waiting room and registration areas are NOW closed. You are asked to wait in your car until your appointment time. We will call or text when it's time to come in. Upon entering the office go directly to your identified treatment room. We are scheduling patients far enough apart to avoid contact between patients. If you arrive early – or with someone who must wait for you while you are being treated they are required to wait outside on or in their car.
- YOUR DOCTOR. All practitioners verify the room is ready to receive you, will wash their hands between patients and as needed and wear a mask and possibly a face shield depending on what type of manipulation is performed during your visit.

COVID-19 INFORMATION

COVID-19 is an emerging, rapidly evolving situation. We will continue to update this site with information as information and circumstances change. If you have general questions about COVID-19 please call your primary care physician. If you are experiencing a medical emergency, call 911.

Below are several websites with reliable medical information about COVID-19.

- Get the latest public health information from the CDC [here](#).
- Get the latest research from National Institutes of Health [here](#).
- Get the latest San Diego County and California public health info and locations of testing sites [here](#):
- Get the latest from San Diego County including new health [orders here](#) and please check for updates frequently.
- Learn more by checking out the American Academy of Pediatric Parenting Website with up-to date information for families on COVID including articles about face coverings for kids, tips for distance learning, mental health tips for kids right now, and more, [here](#).
- Learn the difference between Influenza (Flu) and COVID-19 [here](#).

The [California Department of Public Health](#) requires that you wear face coverings in medical clinic settings. The coverings help prevent the spread of COVID-19 and are part of our path to reopening San Diego. Patients coming to the clinic must wear clean face coverings, as medical supplies of masks are limited. Reminder: All patients must call the office at 619-583-7611 from their vehicle while in the parking lot upon arrival to request access to enter for their scheduled appointments.
