



INFINITY
PEDIATRICS

220-5010 Richard Rd SW
Calgary, AB T3E 6L1

P: 403 727 5055

F: 403 727 5011

info@infinitypediatrics.ca
www.infinitypediatrics.ca

Dr. Lauren Redgate
Dr. Kristin Evashuk
Dr. Emery Weber
Dr. Caroline Chee
Dr. Ernst Hoppenbrouwers
Dr. Katie Soper
Dr. Vicky Mah
Dr. Sergei Reznikov

Information for Patients of Infinity Pediatrics **During COVID-19 Coronavirus Pandemics**

COVID-19 is the illness caused by the coronavirus SARS-CoV-2. Most people who get COVID-19 will not get very sick and will be able to manage at home. However, compared to other viruses, there is a larger population that become very sick, requiring hospitalization and intensive support.

Even though your child or family may not get this illness or only have mild symptoms, everyone should do their part to decrease the spread by practicing physical distancing. Please continue to use good hand hygiene, avoid touching your face, and most importantly stay at home if you are sick.

Even though Alberta has started to reopen, Infinity Pediatrics, like other pediatric practices is continuing to do many follow-up appointments **over the phone**. We are started to selectively see more patients in person. This handout will be updated as we continue to expand our services.

For our current patients:

Our office will be contacting you for existing appointments to let you know if you will be seen in person or have a phone appointment with your pediatrician. You will be called at least 1 week in advance. If you would like to book an appointment, call our clinic to do so (the staff may have to review with your pediatrician whether this should be on the phone or in person).

For any new patient:

During COVID, we have had to cancel many new patients that were booked to see our pediatricians. We are in the process of rebooking these appointments. Once these patients have all been seen, we will be booking other new patients on our waitlist. Given the impact of the pandemic, our wait time is longer than usual. We are available to talk to and support your family doctor to ensure your child receives appropriate care while waiting to be seen. In the interim, we encourage you to look at our website for information and resources available while you wait to be seen.

Our staff may be in touch with you to have you work on forms required before the appointment so that when we do open back up fully, your child is ready to be booked.

Frequently Asked Questions from our Patients

1. My child is feeling very unwell and/or we have come in contact with someone with COVID-19 and I wonder if they have COVID-19, what should we do?

- **Immediately self isolate and do not leave your home unless it is an emergency or instructed to by a health care provider**
- Use the Alberta Coronavirus Self Assessment Tool
<https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>
- You can now book a COVID test online
- Infinity Pediatric is not doing any assessments or testing for COVID-19.
- If you are having difficulties breathing or lethargy, consider going to the nearest emergency department.

2. My child is feeling a bit unwell, but it seems more like a regular cough or cold, what should we do?

- Even if you have only mild cough and runny nose, you **should still stay at home**. While this may be one of the many viruses that Calgarians experience in the winter, it is better to be safe! Not every cold symptom needs to be seen by a physician or get tested for COVID-19.
- Check out our handout on Normal Childhood Infections, which provides guidance to manage at home and needs to be treated by a doctor.
- At home, you can:
 - Make sure any one whom is unwell drinks lots of fluids
 - Encourage them to eat as much as possible
 - You can use acetaminophen for pain or fever is making anyone uncomfortable. Call Health 811 if fever is persistent. Ibuprofen (advil or motrin) may increase symptoms of COVID19.
 - Saline (saltwater) nose drops & sprays, along with humidifiers, can help manage nasal congestion

3. What is the treatment for COVID-19?

Unfortunately at this time there is no treatment for COVID-19. So unless you are very sick, you should NOT go to the emergency department or a doctor's office. Physicians will be advising you to control and manage your symptoms at home, with the steps we have outlined above in question 2.

4. I had a phone appointment with the pediatrician but missed or did not receive a call?

You will be given a time frame to that the pediatrician will call you. Make sure you answer a call from "No Caller ID" or "Blocked Number" as they are often calling their cell phones. Please also ensure your that your phone accepts these calls.



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If you missed a call within this time frame, don't worry they will call you back. If it's at least an hour after the time frame, please call Infinity Pediatrics to discuss the situation.

5. We have been offered a virtual or video appointment, how is this different from a phone appointment?

The pediatricians at Infinity Pediatrics are primarily doing phone appointments, in some situations a virtual or video appointment maybe offered. Instructions will be emailed to you on how to set-up the virtual appointment. If you didn't receive instructions, check your spam folder or call our office to discuss the situation. The virtual or video appointment does require internet data usage, and works on laptops, tablet-type devices and some smart phones.

6. What are you doing to protect patients that DO need to be seen at your office?

To protect our patients and ourselves, thorough and rigorous cleaning schedules are in place. We have drastically decreased patients that are offered in person appointments, by moving mostly to phone appointment. Steps have also been taken to physically distance patients in our clinic. ***We also ask that you bring a mask, bandana or other face covering.*** Be assured that if in person appointment is offered to you, we are doing everything we can to keep everyone safe & healthy!

7. My child has complex medical needs, how do I schedule an appointment?

While we might not see you in person, we still want to provide care for our patients. If your child has complex medical needs, please call our office at 403-727-5055 and our staff will be able to discuss the options with you.

8. I have a question about my child that is unrelated to COVID-19, how do I talk to the pediatrician?

The pediatricians at Infinity Pediatrics will be able provide phone advice for all of our current patients. They also strongly recommend you check out our website www.infinitypediatrics.ca , especially the Handouts section, which will likely include much of advice the pediatrician would give you. If you cannot find the answer there, please call our office at 403-727-5055 and our staff will be able to discuss the options with you.

9. My child's initial consult appointment was cancelled, can I talk to the pediatrician?

Unfortunately, we cannot provide proper advice before meeting and examining your child. So, until we can figure out a solution for this, we can only offer they be added to a waitlist. We do sincerely apologize for this inconvenience! We strongly recommend you check out our website www.infinitypediatrics.ca, especially the Handouts section, which will likely include much of advice the pediatrician would give you. We are happy to provide telephone advice to your family physician to support care until your child can be seen.



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10. How do I protect myself and my family from COVID-19? How do I help to prevent the spread?

- Try to not touch your face
- Wash your hands with soap and water for 20-30 seconds
 - A good 30 second hand wash is the best way to kill coronavirus, along with all other viruses and bacteria.
- Social Distance
 - Stay at home, even if you are not sick.
 - Only leave the house if necessary, and with limited family members
 - If you must leave, stay at least 6 feet or 2m away from other people
 - Don't visit other family members that don't live in your home or friends
- Consider wearing a home-made cloth mask when leaving your house. Surgical masks must be saved for health care providers

We recommend you download the Government of Alberta ABTraceTogether mobile app. This allows public health to more effectively track exposures. It uses bluetooth technology, not internet data.

<https://www.alberta.ca/ab-trace-together.aspx>

We encourage everyone to do their part by listening to all advice from the Governments of Alberta and Canada, along with Alberta Health Services. For the latest updated information about COVID-19, including information on financial support, please visit the websites below.

Government of Alberta COVID-19 website

<https://www.alberta.ca/coronavirus-info-for-albertans.aspx#toc-2>

Government of Canada COVID-19 website

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Alberta Health Services (AHS) COVID-19 website

<https://www.albertahealthservices.ca/topics/Page16997.aspx>

Alberta Medical Association Stay Health Website

<https://stayhealthyab.ca/>

This handout, about how Infinity Pediatrics will operate during the pandemic, will be updated if changes occur. Thank-you for your understanding and patience!

Sincerely,

Pediatricians at Infinity Pediatrics



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CALL YOUR DOCTOR FIRST

Your doctor is here for you—for any health issue. There are many ways you can connect.



CALL IN
We're here for you.



VIRTUAL
Call to ask which virtual options are offered by your physician.
Your privacy is guaranteed.



VISIT IN PERSON
When necessary for ongoing issues.
Be sure to call first.