

Dear patients and families,

We have received a lot of questions about the COVID-19 pandemic and how to best protect children from serious illness.

For information about COVID-19, how to protect yourself, your family and your community and what to do if you suspect you have the virus visit: www.bccdc.ca/covid19

Non-medical information about COVID-19 is available 7:30am-8pm, 7 days a week at 1-888-COVID19 (1-888-268-4319).

If you think you or a loved one has COVID-19, please use the BC COVID-19 Symptom Self-Assessment Tool: <https://covid19.thrive.health>

Information specific to children and COVID-19 as well as information about upcoming hospital appointments and visiting the hospital during the COVID-19 pandemic are available at: www.bcchildrens.ca/covid19

Your decision to seek medical care should be guided by your child's symptoms. Information about when to seek urgent or emergency care for your child is available at: www.bcchildrens.ca/covid19

Screening and self-isolating

At this time, recommendations for screening and self-isolating are the same for medically complex children as for the general public. Please follow current advice from the provincial Public Health Officer.

- [\[enter clinic specific information here\]](#)

Clinic visits

In keeping with the Provincial Health Officer's advice to encourage physical distancing, we are rescheduling all non-urgent appointments.

[\[enter clinic specific information here\]](#)

Pharmacies are able to provide an emergency supply of medication without a prescription. If you need refills, please contact your pharmacy. They will fax the clinic [\[provide clinic fax here\]](#). Stockpiling routine medications is not recommended. Refill your medication at the usual quantities - depending on the medication and Pharmacare restrictions, this may be a one to three month supply. It is important to have at least a two-week supply of routine medications, in case self-isolation is necessary.

We understand this is an anxious time for our families and I hope this email answers some of your questions. If you have more questions, please don't hesitate to contact your clinic.

[A patient handout \(attached\) contains more information about children and COVID-19.](#)



COVID-19 BCCH INFORMATION FOR PATIENTS AND FAMILIES: PATIENT LETTER/EMAIL

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