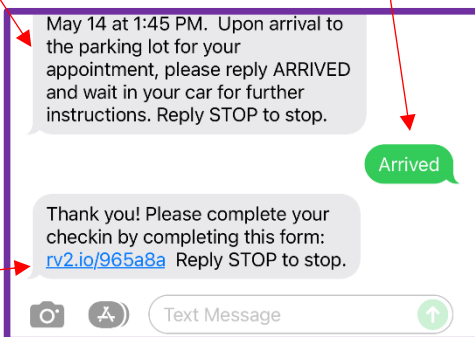


## Mendon Pediatrics' Families-

Our new appointment reminder system has been live for the past few weeks. Those of you who have had appointments will have received the new text message appointment reminders, including the "Just in Time" text messages just prior to your appointment. Starting 05/24/22 those messages will be updated to include additional instructions for the launch of our new virtual waiting room. See below:

1. "Just in Time" message sent to your mobile device.

2. Patient texts "Arrived" from the car when they arrive at the office for their scheduled appointment.



3. Click the link to complete the check-in process.

Check in For Mendon

Please begin your checkin process by completing the form below

To which location are you checking in? **MENDON PEDIATRICS PLLC** First and Last Name? **Patient Smith**

What is your date of birth? **05/14/2004** What time is your appointment? **05/16/2022 12:00 AM**

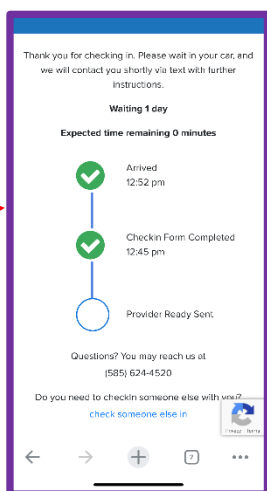
What is your mobile number? \_\_\_\_\_ Known COVID exposure or positive COVID in household?  Yes  No

By using this system, you agree to receive text messages from this provider for the purposes of processing your check-in and requesting payment. SMS charges may apply.

**Check-in**

4. Answer the questions and click "Check-in"

5. Check-in completed. Wait in your car and our staff will text you when it is time to come into the office.



## FAQs:

### Why are you implementing a virtual waiting room when the COVID restrictions have been lifted?

The decision to implement a virtual waiting room is not directly related to COVID. While initiated during the pandemic, the virtual waiting room is in response to physical changes made in the office space that no longer allow for separate well and sick patient waiting rooms which has always been important to our families. Additionally, we hope to decrease our phone traffic to allow our staff increased opportunity to assist patients.

### What if there is more than 1 person who will bring a patient into the office?

Due to the limitations of the software at this time, only one mobile number can be listed to receive the "Just in Time- virtual waiting room" text/link, which will default to the parent who is generally responsible for bringing patients to the office. In the event that another party will be bringing a patient to their visit, we ask that you direct that person call the office to check in as per our usual policy.

### Do we still have to mask in the office?

Yes. While COVID cases have declined, medical facilities are still required to mask where there is patient contact for those aged 2 and over. We also feel a strong sense of obligation to provide for our patient's medical needs without unnecessary risk, especially to our most vulnerable population including those who are not yet able to vaccinate.

### What if we have technical difficulties?

If there are any issues with the virtual check-in process, please call the office at 585-624-4520 and our staff will assist you.