



# For Your Information

## SPRING\SUMMER 2023

Throughout the year, Mendon Pediatrics asks for patient feedback about the care patients receive, office procedures and policies, interactions with our staff and ways in which we might be able to improve our services and patient experience. Based on that feedback we have decided to roll out an FYI page on our website. This will allow us to answer some questions, share information about how and why we do things the way we do, and to let you know what we are working on based on that feedback.

### Masking Policy

- As of 05/15/23 our masking policy has changed in line with the community healthcare systems. Well patients are encouraged to mask, but it is not longer required. We strongly encourage our visitors with symptoms of illness to wear a mask due to our vulnerable patient population. Visitors may ask staff to wear a mask at any time.

### What hasn't changed:

- Our virtual waiting room is here to stay. Please be sure to check in for your appointments via the ARRIVED text or via the link on our website and remain in your vehicle until we are ready for you.
- Exam rooms, countertops, restrooms, door handles, etc are still sanitized by our staff every 2 hours throughout the day to ensure we are doing our part to limit the spread of germs.

### Electronic forms

- Mendon Pediatrics continues to move towards decreasing unnecessary waste and increasing appointment efficiency for our families. We greatly appreciate our patients completing electronic forms at least 24-48 hours in advance of your appointment.

### Patients who are turning 18

- [Click here](#) for a helpful quick reference for the changes to expect when you turn 18 at Mendon Pediatrics.
- Parents you may [click here](#).

### What's New

- Our practice is accepting new patients effective 05/22/23. See the New Patient page on our website.
- Summer schedules fill up quickly be sure to hop online and schedule yours today.
- We will be planning\implementing resource boards in all our exam rooms. These will contain up-to-date health-related information, quick links for local labs, and a quarterly newsletter. Look for them later this summer.