

To the PGM Pediatrics Family:

We are closely monitoring and addressing the COVID-19 (Coronavirus) pandemic as the situation continues to evolve. Our ultimate priority remains the safety of our patients, their families, and our employees. We are diligently adapting our operations, such as reducing wait times and designating separate rooms for sick and newborn/well visit families. Each room is cleaned and disinfected thoroughly between patient visits.

We understand if you make the decision to cancel your appointment, and we are accepting cancellations without penalty. However, we will be enforcing our “no show” policy in the case that you fail to attend your appointment without notifying the office, as we would have missed an opportunity to help another family in need of our physicians’ attention.

As this situation evolves, we should all continue to follow the guidelines established by the [Centers for Disease Control and Prevention \(CDC\)](#):

- Wash your hands often and thoroughly with soap and water, especially before eating or preparing food, after going to the bathroom and after you have been around someone who is sick. Use an alcohol-based hand sanitizer if you are unable to wash with soap and water.
- Avoid touching your eyes, nose and mouth.
- Avoid sharing dishes, glasses and utensils.
- Cover your cough or sneeze with a tissue and then throw it away.
- Stay home and do not go to work if you are sick.

If you have reason to suspect that you may have come in contact with COVID-19, please call us (214-823-2552) prior to visiting the office.

This is a challenging time for the world, our country and our community. The uncertainty you may be experiencing can take a personal toll — not just physically, but mentally and emotionally as well. At this time, our office will remain open to assist your family. We will continuously update our social media and [website](#) with any changes to our operations or procedures. We look forward to helping keep your family safe and navigate this situation with ease. Please feel free to reach out with any questions or concerns you may have.

Sincerely,



Dr. Anuradha Agrawal
PGV Pediatrics, P.A.