

Safety Measures and Infection Control Protocols

HHS has updated our Infection Control protocols to ensure your safety during COVID-19: Staff and clients will be screened for COVID-19 and temperatures will be taken before each clinic. We will be wearing Personal Protective Equipment (PPE)--masks, gloves, eye protection, and gowns. Social distancing of 6 feet will be maintained whenever possible. Handwashing is frequently performed by all staff. We follow Disinfection Protocols per CDC guidelines between each client.

Here are other measures that we are taking:

- Appointments will be scheduled online.
- A nurse will contact you to discuss vaccines and review screening questionnaires by phone.
- Appointments will be spaced out to allow for social distancing between patients.
- We will allow greater time between appointments for disinfection of surfaces and areas.
- Clients will no longer wait in the lobby area for their appointment. You will be seen immediately when brought in the building.
- When entering the clinic, it is advised that only one parent accompanies the child at the visit.
- Check-in and check-out procedures will be altered to safely interact with you. Staff will assist with this process while you remain in your car.
- Masks or Face Coverings must be worn by everyone over the age of two per CDC guidance.
- Upon entering the building, we will provide hand sanitizer by the reception window that we will ask you to apply when entering the office.
- When you arrive for your appointment, call HHS at 847-781-4850 to verify vaccines and complete the credit card payment (for those who are uninsured or underinsured).
- All future appointments will be made online.
- If you or any member of your household is experiencing any symptoms or concerns in the past 14 days, or has a temperature of 100.4° F or higher, we ask you to please postpone your visit for at least 14 days.

Your participation is important to help us take precautionary measures to protect you and your family.

We are happy to answer any questions you may have about the steps we're taking to keep our clients and staff safe at our clinics. Please call 847-781-4850.