

## A Reflection on our Season of Covid

To Our Alliance Pediatrics Families,

We are going through a season that has been completely life changing. As the Providers reflect nearly two years from when the pandemic hit our shores, none of us would have expected to go through this in our professions. It seemed like pandemics like Polio and Measles were a thing of the past, something we learned about in our studies and were thankful for the vaccines that were available to prevent them. We have had a rather smooth medical career in retrospect.

We know now, all too clearly, that our normal way of life is a long way from being what we remembered. Within a matter of weeks in March of 2020 our entire staff learned how to navigate telemedicine, had a forced refresher on how to properly don and doff gowns, masks, gloves and face shields and quickly figured out how to best keep our patients and staff safe from the looming threat of this deadly virus.

We are extremely proud of our staff for being brave in the face of so many unknowns. Our nurses and providers ran drive up covid clinics in all kinds of weather, 100-degree heat and the ever-predictable Florida afternoon thunderstorms. We put up plexiglass shields, pasted little Sunshine's on the floor of the office to let our patients know where it was safe to stand to social distance. We quickly got an office cell phone to allow patients to wait in their cars and text when they arrived. We upped our game at wiping down everything and did our very best to provide the safest environment for everyone, while still maintaining the compassionate care we hold as a staple of our practice.

As you can imagine, during these past two years, we have had periods of weeks when staff were out because of covid precautions or quarantine. And as any workplace, when staff is out, the workload becomes heavier. We recognize that there are opportunities for improvement, in hold times, appointment wait times, our ability to accommodate our patients, and ability to follow up in what our patients have been used to.

While there were many challenges that the pandemic created, our Provider team has tried never to turn away a parent needing to discuss covid and who needed a test and documentation to return to school. We have done our best to advise our patients on how to manage this virus, and when back to school Physicals hit in August 2021, and Covid surged again in our county, we did our very best to make sure our Parents and Patients received the services they needed.

As the Providers of Alliance Pediatrics, we are forever grateful to our loyal patients, and appreciate the candid information you have shared with us, understanding we are learning and growing through this new way of practicing medicine, just as you are trying to manage a safe and normal life for your children.

Our sincerest regards to our dearest families,

Katheryn Sarantos

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