

SNI Webinar Recap: Best/Next Practices in Pediatric Well-Care and Provision of Immunizations

On November 30, 2020, SNI hosted the webinar, Best/Next Practices in Pediatric Well-Care and Provision of Immunizations, with leaders at Riverside University Health System (RUHS) and Los Angeles Department of Health Services (LADHS) as a part of a series on [Creating the New Normal](#). The webinar slides and recording are available [here](#). Below are key takeaways from the session.

Strategies to Maintain Pediatric Well-Care and Immunizations during COVID-19

Configure Your Space Accordingly

RUHS leaders experimented with car- and tent-based care before returning to the clinic with special COVID-19 precautions, such as telephonic visit registration, dedicated clinic hours for sick patients, and limits on in-person visits per provider.

Triage Patient Needs

At the Olive View–UCLA and Antelope Valley sites at LADHS, staff telephonically divert sick patients to urgent care or walk-in clinics in order to maintain a safe space for well-child visits.

Get Creative with Telehealth Visit Formats

In order to decrease volume in the clinic, Olive View–UCLA and Antelope Valley leaders configured a **two-part well-child appointment** in which patients schedule a nurse visit for vitals, measurements, and vaccinations, as well as a follow-up telehealth visit with a provider.

"Telehealth is useful for all visits; you can always make it a face-to-face appointment if you need to."
– Dr. Amy Shekarchi, Pediatric Primary Care Director, Olive View–UCLA Medical Center



A Perfect Match

At LAC+USC Medical Center, leaders saw an opportunity to address two urgent needs at once. The Pediatric Primary Care Clinic partnered with the LA Regional Food Bank to provide pediatric patients with **drive-up routine vaccinations** coupled with **groceries for families who screen positive for food insecurity**.

Tip: Patient Portal Activation



RUHS increased MyChart activation from 25% to 75% by training care team members to raise it at every point of contact. During visits, staff begin portal registration with the patient and leave them to finish as they wait for their provider. RUHS uses the patient portal to conduct video visits and send educational materials, and is looking to personalize the experience to send well-child and immunization reminders.

Be Prepared to Dial Back

Both LADHS and RUHS pediatric departments have returned to mixed telehealth and in-person templates, but are **prepared to dial back immediately if the COVID-19 surge continues unchecked**.