



COVID-19 Support for Children and Families

Health Advocate
Can Help



When a member calls, **our clinical team will:**



Obtain a detailed history of your child's current health status and guide you to contact their Primary Care Physician (PCP) or other healthcare provider, if necessary



Direct you to current recommendations from the Centers for Disease Control and Prevention (CDC) as well as state and local public health departments



Provide educational materials based on the CDC and the American Academy of Pediatrics (AAP) recommendations regarding prevention of COVID-19, including special information regarding caring for children



Discuss emotional well-being and additional resources as needed, such as counseling or community support both for parents and children



Provide the latest guidance on pregnancy, delivery and newborn care during the pandemic

If you're caring for children, you may have many questions and concerns

about their health and medical needs amid the coronavirus (COVID-19) outbreak.

Be assured that our experienced clinical team of medical doctors, registered nurses and other healthcare professionals will guide you so you can make the best health decisions for your loved one.

More ways we can help 

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Our Nurses can also help with the following concerns:



Symptoms

- Complete a comprehensive intake
- Discuss symptoms
- Clarify infection risk factors
- Help locate a Primary Care Physician or other appropriate provider
- Educate about telemedicine services
- Guide to emergency care if appropriate



Exposure Avoidance and Hygiene

- Provide information about social distancing
- Review preventive measures such as proper handwashing
- Provide tips for staying well



Questions about Testing/Labs

- Review current CDC testing guidelines
- Explain how testing is done
- Research testing locations



Pharmacy/Medication/Vaccination

- Help to ensure that members have continued access to routine/maintenance medications as well as new medications and help ensure cost-effective means to secure treatment
- Assist with inquiries related to routine immunizations and well child visits as well as inquiries related to therapies or vaccines as they become available for COVID-19



Travel

- Review the most current travel advisory information from the CDC regarding travel recommendations and restrictions

Important!

Symptoms of exposure?

Call your healthcare provider ahead of visiting.

If you or your loved one learn that you might have been exposed to someone diagnosed with COVID-19 or if anyone in your household develops symptoms such as cough, fever or shortness of breath, call your healthcare provider.

For a medical emergency

The CDC states if you develop emergency warning signs for COVID-19, get medical attention immediately.

Emergency warning signs include*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.



Important tips for caregivers 

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Important Tips for Caregivers of Children:



Follow local recommendations for social distancing and remember to do the following:

- Wash your hands frequently with soap and water for at least 20 seconds before and after providing care, preparing food, using the bathroom, or touching surfaces in public places.
- Cough or sneeze into your elbow or into a disposable tissue.
- Keep your hands away from your face.
- Clean frequently touched surfaces often.



Minimize the risk of COVID-19 infection

- Postpone unnecessary doctor visits — many Primary Care Physicians are offering telemedicine visits for acute and chronic issues, and have special accommodations for well child visits and necessary routine immunizations.
- Avoid unnecessary travel and exposure to crowds.

More Resources for Families



CDC overview of coronavirus including facts relating to children and [COVID-19](#).

HealthyChildren.org, part of the American Academy of Pediatrics, offers a collection of articles in response to the pandemic in both English and Spanish. Specific articles include:

- [Tips for Coping with a New Baby During COVID-19](#)
- [Getting Children Outside While Social Distancing \(here in Spanish\)](#)
- [Simple Ways to Entertain & Boost Your Baby's Development at Home](#)
- [Positive Parenting & COVID-19: 10 Tips to Help Keep the Calm at Home \(here in Spanish\)](#)
- [Social Distancing: Why Keeping Your Distance Helps Keep Others Safe \(here in Spanish\)](#)
- [Working and Learning from Home During the COVID-19 Outbreak \(here in Spanish\)](#)
- [Ask the Pediatrician: Are there shortages of infant formula due to COVID-19? \(here in Spanish\)](#)
- [Co-Parenting Through COVID-19: Putting Your Children First](#)
- [COVID-19: Information for Families of Children and Youth with Special Health Care Needs](#)
- [Teens & COVID-19: Challenges and Opportunities During the Outbreak \(here in Spanish\)](#)
- [Caring for Children in Foster Care During COVID-19](#)
- [Cloth Face Coverings for Children During COVID-19](#)
- [Breastfeeding During the COVID-19 Pandemic](#)