

Top 10 COVID-19 Questions Pediatrics

A quick guide to receiving care and support from Acton Medical Pediatrics.

Acton Medical is dedicated to the health and safety of all patients as we implement new processes to help prevent the possible spread of illness and support social distancing. We are prepared and here for any issues that may arise. Wishing you all good health.

1. I have an emergency; how can I get help fast?

Acton Medical Pediatrics is providing same day appointments in our Acton office, as well as telehealth visits. Please call (978) 635-8700. See number 7 below for more on telehealth at Acton Medical.

2. Are you continuing to provide Well visits and immunizations?

Yes. We are seeing patients under age two in our Littleton office for routine Well care and immunizations, as well as those who require visits for other health maintenance needs. We're also happy to have launched telehealth! Our team is holding telehealth visits for age groups above two for any concerns patients or families may have, and rescheduling those well visits for a later date. Please see number 7 below for more on telehealth at Acton Medical.

We have also changed our scheduling of all visits to drastically reduce or eliminate time spent in the waiting room.

3. Do you take walk-in appointments?

To provide the best medical service, prevent the possible spread of illness, and support social distancing, we cannot provide walk-in services at this time. Please call (978) 635-8700 to be triaged by our nurses and providers so we can provide appropriate medical care or advice. Please be advised that phone wait times may be longer than usual.

4. How many people should come for the Pediatrics appointment?

We kindly ask for one parent or guardian for all visits, with the exception of newborn and infant visits. We understand child care arrangements are very difficult during this time, but ask that siblings remain at home for all visits unless absolutely necessary.



5. Can I speak with my doctor rather than have an in-person appointment?

Yes. Acton Medical is proud to have launched telehealth, a new service for patients in lieu of in-person appointments. Telehealth visits are set-up the same way as in-person visits. Please note that telehealth calls from your provider may appear as Unknown on caller ID. Please be sure to accept the call during your appointment time.

6. What's a Telehealth appointment?

Telehealth visits occur outside of the medical practice, via telephone or video conference. Patients connect with a doctor from a remote location such as their home.

Patients with a video appointment are asked for an email address and sent a link to a Zoom web address to join that private appointment. We ask patients to try to connect a few minutes before the appointment time. The provider will join the Zoom visit shortly thereafter. There may be occasions that patients are asked to come in for an office visit if we cannot adequately assess the issue via telehealth, video or phone call.

Telehealth phone calls from your doctor may appear as Unknown on caller ID. Telehealth can also include email support through a portal like Follow My Health. Click here to read more on the telehealth insurance mandate, and how Acton Medical plans to provide the service.

7. Will my upcoming appointment change due to COVID-19 precautions?

Appointments may be held via telehealth, or be rescheduled based patient preferences and symptoms. Our Harvard location is currently closed. We've combined staff in Acton and Littleton to most efficiently serve our patients. The Littleton office is a Symptom Free Site: no patient, visitor, or employee is permitted entry to our Littleton office if they have a cough, fever, or respiratory illness.

8. What is a Symptom Free Site?

Our Littleton office is a symptom free site. This means we only admit those without symptoms of illness. If a patient is experiencing signs of illness and has an appointment in Littleton, then it will be moved to Acton or held via telehealth.

9. I have an appointment in Acton, what should I know in advance?

Please be aware that our providers are protective gear in both of our offices. In Acton, we ask anyone with congestion, cough, sore throat, fever, or other cold and flu symptoms, to wear a mask. Our providers are wearing masks, eye protection, protective gowns, and gloves. Some children may find this unsettling. We are committed to doing our best to help them feel comfortable with this experience. In Littleton, providers are wearing masks and often times gloves.

10. Is Acton Medical currently testing patients for COVID-19?

The availability to provide testing at Acton Medical is assessed on a daily basis.



"Please let us know if you have any questions about this information, we understand it may be overwhelming. Our goal is to minimize the chances of the virus spreading, keep everyone healthy, and support social distancing."

– Dr. Chris Cooper, Pediatrics