

Dear Parents and Caregivers:

The COVID-19 pandemic is presenting the parents of school-age children with many challenges. As a physician and parent myself, I know that the primary challenge you face is keeping your children safe and healthy. With the number of COVID-19 cases and deaths in Illinois continuing to rise, there are many questions from members of the communities that NorthShore University HealthSystem serves about COVID-19 symptoms, and where to turn for healthcare support. We are writing to share a summary of the latest medical guidance regarding COVID-19 symptoms, as well as information about NorthShore University HealthSystem COVID-19 resources. I hope you find them helpful:

COVID-19 Symptoms

- Loss or decrease in the sense of smell
- Loss or decrease of the sense of taste
- Fever – temperature of 100 or higher
- Cough
- Congestion
- Runny nose
- Sore throat
- Shortness of breath
- Flu-like body aches

What to Do

If you, your children or anyone in your household is experiencing even ONE of these symptoms, please call our COVID-19 information line, 847-HEALTH9 (847-432-5849), as soon as possible to talk to a NorthShore clinical expert. The health provider may recommend testing.

If you are already a NorthShore patient, please log on to *NorthShoreConnect* (www.northshoreconnect.org/immediatecare) to be screened. If you are not a NorthShore patient, you can enroll in *NorthShoreConnect* and then use the COVID-19 E-Visit. Please go to www.northshoreconnect.org and click on the “sign up now” button and follow the instructions.

For more information about COVID-19 and its prevention and treatment, please visit www.northshore.org and/or the Centers for Disease Control at www.cdc.gov/coronavirus.

On behalf of everyone at NorthShore, we wish you and your families good health - and, remember, we're here to help.

Sincerely,



Michael S. Caplan, MD
Chairman of Pediatrics
NorthShore University HealthSystem



Monica Joseph, MD
Pediatrician
NorthShore University HealthSystem