With more patients being reviewed remotely (telephone or videocall), robust remote triage tools may be beneficial when assessing children remotely. An example of one such tool, which has been evaluated by GPs and NHS 111 staff in Wessex, can be found [here](https://what0-18.nhs.uk/professionals/gp-primary-care-staff/clinical-pathways/clinical-pathways-remote-assessment) (<https://what0-18.nhs.uk/professionals/gp-primary-care-staff/clinical-pathways/clinical-pathways-remote-assessment>).

In addition, providing parents with clear safety netting information is paramount. An example of the safety netting/parent information resources developed in Wessex can be found [here](https://what0-18.nhs.uk/professionals/gp-primary-care-staff/safety-netting-documents-parents) (<https://what0-18.nhs.uk/professionals/gp-primary-care-staff/safety-netting-documents-parents>).  All sheets can be texted directly to a parent at no cost (SMS share option – green button - at the top of every webpage). The are excellent resources for parents about crying babies on the [ICON website](http://iconcope.org/parentsadvice/) (http://iconcope.org/parentsadvice/)

Most importantly, if your practice is able to send a group text message to your patients, please consider sending a message to all parents explaining that COVID-19 is extremely unlikely to make children unwell and that parents should seek a healthcare consultation if they are worried about their child. The possible wording of such a text could be:

*“At this challenging time, it is extremely important for you to know that COVID-19 is unlikely to make your child unwell, but they like everyone else might be infectious so staying at home when well remains the message. However, all the ‘normal’ illnesses that can make children severely unwell still remain and there is a major risk that parents may delay bringing their child to the attention of a healthcare professionals even if they are unwell because of concerns about COVID-19. GPs and hospitals are still providing the same safe care that they have always done for children . If you are not sure if your child is unwell and whether they need to be seen, click* [*here*](https://www.what0-18.nhs.uk/national)[*https://www.what0-18.nhs.uk/national*](https://www.what0-18.nhs.uk/national)*call 111 or contact your GP. For information about crying babies, click* [*here*](http://iconcope.org/parentsadvice/) *http://iconcope.org/parentsadvice/). If your child appears severely unwell and advice is not quickly available call 999 or take them to ED as you would in other times.”*