



April 24, 2020

Dear BGIMP Patients,

Bowling Green Internal Medicine and Pediatric Associates regards the safety of our patients and staff is of utmost importance.

General Updates

To protect everyone, all staff continue to wear a mask. As per CDC recommendations while in public, **we ask that you also wear a mask when entering the building.** If you do have access to any type of face covering (mask, bandana, scarf, etc.), it would be very helpful to wear to your visit to conserve our PPE. However, if you do not have a face covering, you will be provided a mask before entering the building.

Mobile check-in remains in place for all patients. The lobby remains closed. The phone number is posted in the parking lot. You will remain in your car and receive instructions from staff when your room is ready. You will answer a series of questions about infection risk before entering.

The well visit entrance remains on the left side of the building. The sick entrance is through the main lobby, but only with an office staff escort.

In an effort to promote social distancing, we ask that **only the patient and one additional family member** enter the building. Family members can join the visit virtually via Facetime or phone if you desire. Please notify us at check-in if you need more than one family member to enter.

Patients should have limited contact with medical staff while in the building. You should only encounter the medical assistant escorting you to the room and obtaining vital signs, the provider, and the nurse (if needed), during the visit.

Well Visits and School/Sports Physicals

As per American Academy of Pediatrics recommendations, we continue well patient visits that need vaccines for vaccine-preventable illnesses. There are dedicated well visit exam rooms away from exam rooms for sick patients. We are now scheduling comprehensive annual well visits, school physicals, and sports physicals since restrictions for medical visits are being lifted in Kentucky. The comprehensive annual well visit can be combined with required school or



sports physicals. Recognizing telehealth may not allow us to perform important comprehensive screenings, evaluation, labs, and clearance for activities, we encourage in-office visits to save you time by addressing everything in one visit. To ensure you get the most convenient time for your schedule, please message on the portal with dates/times preferred or call now during office hours. For certain high-risk patients, we are providing well visits via Telehealth available through the Healow app, Facetime (requires iPhone), or Doximity (any smart phone). This may require patients to provide measurements pertinent to the visit. We cannot provide medical clearance for dental sedation, school physicals, or sports physicals through Telehealth, as this requires a heart and lung exam.

Accepting New Patients

All physicians in the practice are taking new patients if you have a friend or family member in need of a medical home. They may submit a request on our website 24/7 or call during office hours.

Sick Visits-“Walk-in”, Online Scheduling, Mobile Evaluation

Online booking through the portal/Healow app has re-opened for your convenience. **Remember appointments booked online are for the Nurse Practitioner or Physician On-call, not necessarily your provider.** If you would prefer a visit with your provider, please call during office hours.

Online booking appointments are **limited to acute, new onset of simple sick symptoms such as fever, cough, sore throat, ear pain, etc.** to reduce wait times for those that utilize this service. For prolonged, recurrent, or complicated illnesses please schedule by phone with your provider.

Appointments booked online will still require screening questions upon arrival to determine if you will be evaluated in the building or parking lot mobile evaluation area. You can park in the mobile check-in area when you arrive.

We are also accepting “walk-in” sick visits for our established patients. Park in the mobile check-in area then call the front desk. We still encourage booking online or scheduling ahead to decrease wait times.

For your comfort, any sick patient that requires in-person evaluation may request mobile evaluation in the parking lot when booking an appointment.



Any patient considered moderate to high risk for Coronavirus COVID-19 will be evaluated in the mobile evaluation area. Testing is available for those that meet criteria. Turnaround time is currently 24-48 hours but subject to change based on demand.

Medication Review Visits

You can choose to have a medication review in office or Telehealth through the Healow app, Facetime (requires iPhone), or Doximity (any smart phone). If you choose a Telehealth visit, you will receive a call from the staff when the provider is ready for the appointment, so you do not have to wait online for the appointment to start.

If you would like to change your medication review to Telehealth, please message the portal or call during business hours.

Portal/Healow App

If you have not set up the patient portal for each family member seen in our practice, please go to our website and follow the instructions. Call during office hours for assistance if you are still struggling with the set up.

The Healow app is the most efficient way to request refills, ask non-urgent questions especially after hours, request routine visits, and schedule online or telehealth visits.

We are grateful to be your medical home!

Sincerely,

The BGIMP Providers and Staff