



August 15, 2021

Dear BGIMP Patient:

To help address everyone's needs during this time of increased illness, we are asking patients to please consider the following:

### **GENERAL**

1. Wear your mask when entering the building as per CDC guidelines for medical facilities.
2. We cannot accommodate walk ins and add on appointments at this time. Schedule an appointment for everyone in your family that needs to be seen.
3. Make sure you are signed up for our portal. Information can be found on our website to sign up.
4. All normal lab results will be posted on the portal. If you have questions or concerns about your normal results, please message on the portal.
5. Send all non-urgent messages and requests to re-schedule an appointment on the portal.
6. Request all medication refills through the portal.
7. Please request school/work notes on the portal.
8. Please allow 48-72 hours for all school forms and vaccine records. Allow 1 week for FMLA paperwork.

### **MOBILE CHECK IN**

1. Mobile check in is available on the Healow app. After you check in, please call the front desk to notify what phone number to call when we are ready for you. The Healow app does not notify us what number you are calling from.
2. You can still do mobile check in from your phone if you do not want to use the Healow app. The phone number is posted in the parking lot.
3. When waiting in your car, keep your phone close and make sure the ringer is turned up.

### **PHONE CALLS DURING OFFICE HOURS**

1. If you must call, please leave a message, and only leave one message for the nurse. Non-urgent calls may take several hours to receive a call back. Repeat calls delays call back for everyone.
2. If you do not leave a message, you will not get a call back.

### **COVID TESTING, QUARANTINE, AND ISOLATION**

1. For those that are ASYMPTOMATIC and COVID exposed needing clearance to return to school/work, we will have dedicated hours for mobile rapid COVID and COVID PCR swabbing at the top of our parking lot under the tent (weather permitting) or in a sectioned off area of the lobby. You will be swabbed, and we will call you with results.



2. If you are SYMPTOMATIC, you need to schedule an appointment.
3. All rapid and PCR COVID lab results will be posted on the portal for you to print. If you have questions or concerns about your results, please message on the portal.
4. When requesting school/work note for release from quarantine or isolation for COVID, be specific in your message about the first day of symptoms (which is  $\geq 10$  days from your requested return to work/school), test date, you are fever-free  $> 24$  hours without fever reducing medication, and symptoms are improving.

### **AFTER HOURS**

1. Reserve after hours calls for URGENT issues only. Tylenol and Motrin dosing are listed on the website at BGIMP.com. There is also a tab on our website with nurse triage numbers for most insurances. Some insurances also offer after hours telehealth at no additional cost and then have you follow up at our office.
2. Please do not call the urgent triage line before the office opens to request an appointment. You may send a message on the portal requesting an appointment, but it will not be checked until business hours.
3. If you do have an urgent call after hours, turn off the call blocker for unknown callers on your phone. Sometimes the call service we use displays as UNKNOWN CALLER. Also keep your phone close with the ringer turned up. We will only try to call you back once.

### **VACCINE AND MASK EXEMPTIONS**

1. We are following the CDC guidelines for both vaccine and mask exemptions. All final decisions are made on an individual basis.
2. Please be courteous to our staff, providers, and property if we cannot accommodate your request.

Thank you for helping us to accommodate everyone's needs. We are grateful to be your medical home!

The BGIMP Team