



March 15, 2020

Dear BGIMP Patients,

Bowling Green Internal Medicine and Pediatric Associates regards the safety of our patients and staff is of utmost importance. While our office already follows strict guidelines in place by the CDC for infection control and OSHA for safety, we have taken additional precautions to reduce exposure to illness.

We will continue to provide the best care possible to all of our patients and remain open with regular business hours. Based on CDC recommendations, we ask that you not come into the office unless you have an appointment. All other concerns can be addressed over the phone or through the patient portal on the Healow app.

If you have not set up the patient portal for each family member seen in our practice, please consider doing this now. This is a convenient way to request refills, ask non-urgent questions, request routine visits, and schedule online or telehealth visits (when available). If you are having difficulty setting up the patient portal, please contact the office during business hours for assistance. There will also be flyers in the lobby with instructions for setting up the app.

If you have an upcoming appointment please continue reading. Some of the items below may be inconvenient, but your cooperation is greatly appreciated as we try to reduce illness exposure to patients and staff.

We ask that you let us know as soon as possible if you would like to reschedule so we can continue to see patients that need immediate treatment. Consider rescheduling your well visit for a later date if you have no current concerns and are:

1. Over the age of 65
2. On immunosuppressants
3. Have significant heart or lung disease

We have temporarily discontinued online scheduling through the patient portal on the Healow app so we can ensure triage of every patient. We are sorry for this inconvenience and will notify you when it is available again.

We will have the capability to provide some medication review visits and select sick visits by telemedicine through the Healow app from the convenience of your home within the next few days. We will notify when this is available.



Do not enter the building if you have a known exposure to COVID-19 coronavirus. You can contact the **KY Department of Health COVID-19 Hotline (800) 722-5725** for further information. There is also an algorithm on the front door instructing what you should do. There are also useful links on our website to CDC and KY Department of Health with up to date information.

When you enter the parking lot, there will be a mobile check-in area on the left-hand side of the building if you wish to remain in your car while you wait for your exam room. You will provide a cell phone number for the staff to call.

You can also continue to check-in as usual with the front office staff or ipad. Disinfecting wipes are available next to the ipads.

In an effort to promote social distancing, we ask that **only the patient and one additional family member** enter the building for your appointment. We encourage all other family member to remain at home or in the car with a guardian, if possible. Only the patient and one family member will be allowed in the clinical area at this time. If this is an issue, call our office before your appointment so we can work with you to find the best solution for your family while keeping everyone safe.

When you enter the building, you will be greeted at the front door by a staff member with mask and gloves who will ask you questions about exposures and illness. You may be asked to wear a face mask if you have a cough.

If you are a new patient, you can complete paperwork online through the website at www.BGIMP.com to reduce wait time.

Newborns less than 2 months of age will be still be taken to the newborn lounge upon arrival and given an ipad to complete any remaining paperwork. We ask any ill parents of newborns not to enter the newborn lounge.

We have removed toys and magazines from the waiting and clinical areas.

We have dedicated clinical exam rooms for well visits away from those for sick visits.

We continue to clean rooms between each use. We have changed cleaning agents to bleach-based products. If you experience respiratory symptoms from bleach, please notify our staff.

We appreciate your understanding and patience while we provide the best care for you and your family.

Sincerely,
The BGIMP Providers and Staff

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