



March 22, 2020

Dear BGIMP Patients,

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

Mobile check-in remains in place for all patients. The phone number is posted in the parking lot at the left end of the building. You will receive instructions from staff when your room is ready.

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.

To promote social distancing, we ask that **only the patient and one additional family member** enter the building. Notify us if this is difficult for your family.

Telehealth is available for medication review and select sick visits through the Healow app. Face Time is now approved for telehealth, but we would like to use our system if possible.

Sick patients that require in-person evaluation may request mobile evaluation in the parking lot when you book the appointment. There is a dedicated Nurse Practitioner for this service.

Sick patients entering the building with fever or cough will receive a mask thanks to donations from our very supportive community (see below).

If you are considered high risk for Coronavirus COVID-19, you will be evaluated in the mobile evaluation area. Follow signs when you enter the parking lot. Testing is available for those that meet criteria. Turnaround time is currently 24 hours but subject to change based on demand.

Our staff will be wearing face masks for every encounter, well or sick to reduce exposure for everyone.

Online scheduling through the Healow app remains suspended so we can ensure appropriate triage of every patient.

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 re-schedule visit, request routine visits, and schedule online or telehealth visits. To serve you quickly, please limit phone calls during business hours to those that require more extensive discussion.

Please limit after hours phone calls to URGENT matters only so we have time to review COVID-19 updates and spend a few minutes with our families. After hour calls may be subject to telephone visit insurance billing.

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

Thanks to the following for providing us with personal protective equipment to protect everyone:

Drs. Scott and Kelli Barbee @ Barbee Dental
Dr. Jay Lawless @ Lawless Orthodontics
Drs. Trace and Nicole Gorham @ Alpine Pet Care Center
Drs. Pat and Vicky McGrath @ All Creatures Animal Hospital
Crocker Law Firm
Kroger 31W Bypass

A very special thanks to Mandy Ashley @ SKY Pediatric Dentistry for the personal protective equipment, anti-viral cleaning supplies, and heading a team on Facebook making masks for our practice!

Sincerely,

The BGIMP Providers and Staff