



March 18, 2020

Dear Patients,

Currently, for all appointments at our practice we are requiring mobile check-in. Once you arrive at the practice for your appointment, you will see signs posted outside with a phone number to call to let us know that you have arrived. To reduce social distancing, patients will stay in their cars until it is time for them to go directly to their exam rooms. A medical assistance will call you on your cell phone number that you provide at check-in when they are ready to see you.

Our practice is also currently offering telemedicine visits for certain sick and medication review appointments. If you are interested in a telemedicine visit instead of coming into the practice, please ask your physician's nurse about this option. Please be aware that you do have to be web enabled and have the Healow App downloaded on your cell phone in order to participate in a telemedicine visit. This is a great option for those who wish to have a visit from the comfort of your own home. At this time, Medicaid and Medicare do cover telehealth visits and as of March 17, 2020 Anthem and Aetna policies also issued an order to cover these services for the next 90 days due to the COVID-19 outbreak. If you have a different insurance, your insurance will be billed first, and if not covered by your insurance, you will receive a bill for this service.

If you participate in a telemedicine visit and your physician deems it necessary to obtain testing, we will offer a drive-up evaluation for those tests. To download the Healow app, please go to https://mycw23.eclinicalweb.com/portal1979/jsp/100mp/login_otp.jsp and click on the download Healow app from the App Store or Google Play. Once you have downloaded the app, please visit our website for instructions on how to set up your patient portal on the app.

Please be aware that we are also still taking precautions for our well child exams and we have designated well exam rooms and designated sick rooms.

If you have any questions for your physician, please send us a message through the patient portal or contact us via phone.

Thank You.

Physicians and Staff at BGIMPA