



To our patients:

The emergence of the Coronavirus (COVID-19) in our community makes it necessary to change some of our office policies and procedures in the short term future. We are here to guide and reassure you during this time. We appreciate your support in these temporary changes meant to protect our community, families, and healthcare workers. Once COVID-19 has passed, we look forward to returning to our normal operations.

Effective today our office will abide by the following procedures:

- 1) Visits are by appointment only. We will have same-day appointments. Please call ahead.
- 2) Well checks, medicine follow-ups, rashes (without fever or cough), ear pain, and other minor illnesses can be scheduled anytime before 4pm.
- 3) Older kids with fever, cough or sore throat, and no history of travel, will be seen after 4pm.
- 4) Recent travel with symptoms concerning for Coronavirus testing should contact Department of Health at (904) 434-6035, or utilize Telescopehealth.com for a virtual doctor appointment (cost of visit is \$25 with coupon code "Here4you," and your evaluation is completed by an emergency trained, board certified physician). Telescope Health is able to order a test and direct you where to go for the test. BAPTIST PRIMARY CARE IS UNABLE TO DO ONSITE TESTING.
- 5) When possible, only ONE parent should accompany the patient to our office. This reduces the possibility of the virus being spread inadvertently and helps us comply with social distancing parameters. Please make sure those accompanying the patient are well and without recent travel/exposures. If unsure please call our office and we will assist over the phone.
- 6) Forms: Should you have forms that need to be completed, please mail or fax them to our office.

We are constantly evaluating the situation and will inform you along the way. As needs change the times listed above may change. Please remember these are temporary measures and we are doing our best to keep our precious patients safe.

Links and information are available on the Baptist Health website Baptistjax.com

Thank you,

Mandarin Pediatric Associates