



March 17, 2020

Dear Patients,

As all of our thoughts are on the Coronavirus (COVID-19) situation, we wanted to share an update and inform you on how the Baton Rouge Clinic is responding. On Wednesday, the World Health Organization (WHO) and the Center for Disease Control and Prevention (CDC) declared COVID-19 a pandemic. There are now confirmed Coronavirus cases here in Louisiana. All of the physicians and staff at The Baton Rouge Clinic are committed to continuing to provide the highest quality of care to our patients. As COVID-19 continues to make headlines we are working tirelessly to ensure that the care we are providing is in line with the recommendations from the Center for Disease Control and Prevention as well as the Louisiana State Medical Board.

With that in mind, we have implemented the following measures to ensure the safety of our patients at all of the Baton Rouge Clinic's locations.

1. We have been working extensively with other healthcare providers in the Greater Baton Rouge Area to create a Community Wide COVID-19 Testing Site. This community wide testing site will be open Monday – Friday from 1 p.m. – 3 p.m. at Baton Rouge General Mid City, beginning Monday March 16, 2020. **Patients can ONLY be tested at this facility if they have an order faxed from their physician.**
2. The Baton Rouge Clinic has set up a drive-through Flu Testing station at 7473 Perkins Road. Adult patients will need an order from their Baton Rouge Clinic physician to be tested. The flu testing facility will be open weekdays from 8 a.m. – 12 p.m.
3. Where appropriate our physicians and nurses will be using personal protective equipment as an exposure precaution recommended by the CDC for Healthcare Workers. You may see them in masks and gloves but should rest assured that these precautions are for the safety of our employees and our patients.
4. Effective immediately we will begin using video visits for our patients in a variety of ways. This technology will help minimize exposure while allowing us to continue to care for you.
5. In order to minimize exposure for our pediatric patients, we have adjusted the schedules of our providers to limit recommended routine checkups to the morning hours when possible.
6. We ask all sick patients with a fever (100.4°F or higher) and any respiratory symptoms to please cover their nose and mouth if they are coming into the building. This can be done with a bandana, towel, tissue held over the face, or a face mask.
7. At this time the ability to schedule appointments online through MyChart will be turned off, so that we can maintain our scheduling protocols. The MyChart messaging application will, of course, still be available and you can still request an appointment online.

The health and safety of our patients and staff is our number one priority. We have reinforced our sterile procedures by having our staff disinfect and clean all waiting room chairs, tables, doorknobs, and other highly touched surfaces throughout the day. We are vigilantly monitoring the WHO, CDC, and other local health agencies regarding the latest developments to this ever-changing situation. We will continue to update our protocols and reinforce these agencies recommendations to ensure the safety, health and well-being of all of our patients and staff. We appreciate your understanding and patience during this evolving public health situation.