

SOUTHWEST GEORGIA PEDIATRICS

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*Certified
by the American
Board of Pediatrics*

Dear valued families and patients of Southwest Georgia Pediatrics,

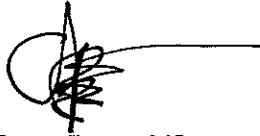
Southwest Georgia Pediatrics has been forced to change the way we conduct our business as a result of the COVID 19 pandemic. We have seen a significant decrease in the volume of patients we are seeing in our office and having an increased demand for other forms of access to care (telemedicine, telephone, and/or e-mail). We are writing to inform you of some changes in how we will provide care and bill for such care during this time and going forward.

First and foremost, we want you to know we are doing everything we can to minimize your risk of contracting COVID 19 should you need to seek care for your child in our office. We are moving all well visits and non-sick visits into our morning schedule from now until the end of July. We will see well patients in the mornings and sick patients later in the day. We are cleaning our office diligently at the end of the morning and at the end of the day. We are asking all patients to wait in their car and to bring only one person with them for the visit. Our staff is masking as well to prevent the risk of spreading any infection.

We would encourage you to continue to come for your child's well visits, especially if they are in need of vaccines, as the last thing we want to happen is to have an outbreak of vaccine preventable illness due to failure to vaccinate during the COVID crisis. If you have a wellness visit scheduled late in the day, you will be contacted in the coming days to move your child's wellness visit to the morning hours. If you do not have a wellness visit scheduled but your child is due, you may contact our office to take advantage of our well visit hours during the mornings. Our staff will gladly assist you in making an appointment.

As a result of increased demand for care delivered in non-traditional ways (telemedicine, telephone, and e-mail), we will begin charging for these services immediately. This is not an attempt to gouge you or pick your pocket, it is simply a business decision that reflects the reality of the times and will allow us to continue to meet our financial needs at the practice so that we can continue to stay in business and continue to serve your child. Not every phone call will generate a charge. If it is a simple matter that is handled by the nursing staff and does not require the physician to intervene, there will be no charge. Simple requests for medicine refills and medication dose adjustments will likewise not generate a charge. However, if the issue results in significant physician involvement and new medical treatment, or significant changes to current medical treatment, this will generate an appropriate charge based on the degree of complexity and medical decision making (This is how our face to face office visits are billed now). Therefore, if you want the physician to review pictures, discuss medication changes, communicate via e-mail or via phone call or telemedicine, your insurance company will be billed at the appropriate level. In addition, you will be contacted by our staff to make a co-payment for these "visits" if your insurance carrier requires this. If there are uncovered but allowed charges, you will be responsible for any balances. These charges will be expected to be paid and will be collected by our staff in the same way a "regular" office visit is now. Please understand this is not punitive in any way and is an attempt to fairly compensate our providers for services and treatments that are being delivered in a very non-traditional approach.

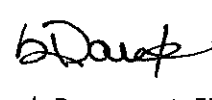
Please understand that there are many concerns and problems that cannot be handled in a non-traditional approach and will need to be seen by our physicians in the office. The providers at Southwest Georgia Pediatrics pride ourselves on delivering excellent, medically sound, and appropriate care, and we will not compromise our commitment to quality for the sake of ease, convenience, or the threat of COVID. We hope you will "work with us" as we "work with you" during this very difficult time. If you have questions about the above, feel free to call and talk with one of our staff members. Sincerely,



Stacy Evans, MD



Craig Hughes, MD



Sarah Davenport, FNP