

Provider Link

To: CPMG Providers

From: Children's Physicians Medical Group, Inc. (CPMG)

Date: March 20, 2020

Re: **Urology Referrals During Coronavirus**

To Our referring Provider's

At Rady Children's we are doing everything possible to keep our patients, families, and staff healthy and safe. The Department of Urology will continue to see all of your urgent and non-urgent referrals. At this time, we like all departments at Rady are rescheduling any non-urgent specialty clinic appointments [or non-urgent procedures/surgeries] in order to minimize the amount of people on our campus. We also are not scheduling non-urgent new patients at this time. We are working diligently to implement telemedicine as soon as possible.

For our Urology established patients:

- All of our providers are reviewing their individual schedules and keeping, rescheduling or transitioning patient visits to telemedicine.
- Your patients will hear from us directly for these updates as we process them. We are also doing this for our surgical cases.
- Urgent visits and surgeries will continue.
- Please reassure all of your families that we are continuing to answer our nursing triage lines and MyChart messages, and scheduling urgent appointments as needed.

New non-urgent Urology Referrals:

- During COVID 19 these referrals will likely be scheduled for in person appointments **at the earliest 12 weeks** from the time referral.
- This could change as coronavirus continues to progress in the U.S.
- Some of these visits will be able to be seen by telemedicine when it becomes available to us, we hope in the next 2-3 weeks.

Urgent urology referrals:

- Please contact us directly and these will be triaged by our nurses and the physician on call. Contact: 858-966-8315
- They will be scheduled in clinic or referred to the Emergency Department as appropriate.

As the situation continues to evolve and we gain capability to do telemedicine we will continue to update the above as needed.

Please as always contact us if you have any questions and concerns. Thank you for your referrals and for the great care that you continue to provide all of your and our patients. We appreciate you!

The Rady Pediatric Urology Team,
Drs. George Chiang, Sara Marietti, Madhu Alagiri, Leslie Hsieh, and Kelly Swords

Should you have any questions regarding this notification, please contact CPMG Provider Relations at providerrelations@rchsd.org or phone (858) 634-4954.

Visit us on our website: www.CPMGsandiego.com