

April 2020

Dear Referring Provider and Clinic personnel,

I hope you, your loved ones, and coworkers are all continuing to be well during these uncertain times. While many changes are happening rapidly in our community, I wanted to pause and let you know that we are accepting patient referrals and continue to offer care. Here are some of the changes MNGI Digestive Health has made during this time to support our mutual patients -

Telehealth – MNGI is now doing telehealth visits for our clinic patients. These visits allow us to continue supporting you and your patients, who are still in need of care for concerning and/or ongoing GI issues. Telehealth visits are currently available for office consults, follow-up visits and dietitian appointments. By delivering care in this way, we hope to eliminate unnecessary travel from people’s homes and ease concerns for area clinics. This will also help all of us to keep patients out of the hospital setting where there are other emerging priorities.

Procedures – As you know, all elective procedures in Minnesota have been deferred. Once we know our community is ready to resume elective procedures, we will be contacting patients to schedule their appointments. In the meantime, all referred patients are contacted, and *all referrals are being reviewed* to determine patients who need to be scheduled now versus in the near future. Symptomatic patients are also being reviewed by a physician who is in contact with that patient via telephone or virtual means of communication.

Infusion Therapy / Biologic Medications - As you know, it’s particularly important for immunosuppressed patients to stay on schedule for biologic medications. For that reason, MNGI is taking extra measures to ensure that happens while also keeping patients healthy and safe. We are making many changes to ensure physical distancing, including some accommodation in private rooms. We are also limiting the number of patients being seen at one time at any location and expanding our schedules to allow for more appointments. We are also limiting and screening all visitors to our facilities.

Please reach out to your patients and make sure they do not stop taking any biologic medications. They should also talk with a MNGI provider before making any adjustments. If their biologic medications require an infusion, they should not skip those appointments.

If you also find that you have patients who are concerned or unable to have their infusions at the hospital or worry about having people come into their home (or the approval process for prior authorization), please refer them to our office so we can assist them.

If you have any questions, please don’t hesitate to reach out to us. As always, you can refer to MNGI using our secure online referral portal <https://referrals.mngastro.com/> or by fax or phone (612) 871-1145

We look forward to helping you care for your patients during these challenging times.

Stay well,

The entire team of caregivers
at MNGI Digestive Health