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NEWS RELEASE

City of Jacksonville Adds COVID-19 Drive-Thru Testing Site in Collaboration with Baptist Health and Telescope Health

Patients must reside in Duval County and complete a Telescope Health screening to obtain a physician order before coming to drive-thru testing

Jacksonville, Florida, March 19, 2020 – The City of Jacksonville, Baptist Health and Telescope Health are collaborating to provide Duval County residents with an additional drive-thru COVID-19 testing option at the Prime Osborn Convention Center, located at 1000 Water Street in downtown Jacksonville. Before coming to the testing site, patients **must** complete a screening and receive a physician order through the virtual health platform [Telescope Health](#). Physician orders from other sources will **not** be accepted.

The drive-thru testing site, which will be located directly behind the convention center in the west parking lot, will launch Friday, March 20, at 11 a.m. To avoid long lines and to encourage social distancing, patients will be assigned to hourly time slots to come to the site for their test. Patients without an assigned time slot and order from Telescope Health will be turned away.

The Prime Osborn testing site will be open seven days a week from 11 a.m. to 7 p.m., subject to availability of supplies. Patients do not need health insurance to get tested, and the cost for the Telescope Health virtual physician visit and test is \$25 for those using the HERE4YOU promo code (the cost will be \$49 for those not using the promo code).

“With more testing opportunities for those individuals who need it, the City will have better and more accurate information that will help us flatten the curve and reduce the spread of Coronavirus in our community,” said Mayor Lenny Curry. “Thanks to Baptist Health and Telescope Health for their collaboration on this important effort.”

To get screened and receive the necessary Telescope Health physician order for a drive-thru test, patients must take the following steps:

- Go to [TelescopeHealth.com](#) or download the Telescope Health app in the Apple or Android app store and register for a free account.

- The one-time registration process takes a few minutes and will not need to be repeated for future visits.
- At the payment screen, enter the promo code HERE4YOU for the discounted rate of \$25 per visit. The City of Jacksonville will refund this amount at a later date for those Duval County residents who are tested.
- Complete your virtual doctor visit during the hours of 6 a.m. to midnight any day of the week using any phone or tablet device equipped with a camera and microphone.
- The physician you speak with will determine if you meet the following criteria for COVID-19 testing:
 - A fever of 100.4°F or higher combined with either a dry cough or shortness of breath, OR
 - Travel on any cruise ship within the past 14 days or travel to a known COVID-19 hotspot and are experiencing any of the symptoms above.
 - This testing will be prioritizing those in the community who are ages 65 are over, have pre-existing conditions, healthcare workers and/or first responders.
- If you qualify for testing following your Telescope Health evaluation, the physician will send you an order for testing at the drive-thru location at a specific date and time (and you must bring this order with you to the testing site).
 - You may show it on your phone or print out the order showing name, date and time of appointment and place it on your driver's side dashboard.
 - For any signature required as part of the testing process, patients are asked to bring their own pen to avoid exposing others.

To get tested at the drive-thru:

- Bring your driver's license and Telescope Health physician order.
- **Stay in your car, don't roll down your window, and follow the instructions from staff or on the signage.**
- A staff member wearing personal protective equipment (PPE) will perform a nasal swab that will be sent to a state-approved lab for testing.
- Results should take 3-5 days and all who are tested WILL receive a phone call to the number entered during the Telescope Health registration process.

"There are a limited number of tests currently available nationwide and locally, so we want to prioritize those with the highest risk factors," said Matthew Rill, MD, an emergency medicine physician and CEO of Telescope Health. "Every test that we complete at the drive-thru should ease the burden that COVID-19 is placing on our community and healthcare resources."

After the testing, all patients will be asked to self-quarantine while awaiting results. Instructions for isolation and social distancing will be provided [online](#).

"Our goal with this collaboration is to do everything we can to take care of and support our community in this concerning time," said Brett S. McClung, FACHE, president and CEO of Baptist Health "This is not just about increasing access to testing, though that is critically important; it's also about reducing anxiety and supporting the health of our community with compassionate and timely care, communication, and education."

For more information about COVID-19, please visit baptistjax.com/covid19 or sign up for [articles likes these](#). For the continuous updates from the City of Jacksonville's response efforts, visit www.JaxReady.com/Virus.

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About City of Jacksonville

The City of Jacksonville is the largest city by land mass in the contiguous United States, serving approximately 900,000 residents. Located in Duval County, City of Jacksonville leadership includes the mayor and a 19-member City Council. To learn more about the City of Jacksonville, visit COJ.net.

About Baptist Health

Baptist Health is a faith-based, mission-driven system in Northeast Florida comprised of Baptist Medical Center Jacksonville; Baptist Medical Center Beaches; Baptist Medical Center Nassau; Baptist Medical Center South; Baptist Clay Medical Campus and [Wolfson Children's Hospital](#) – the region's only children's hospital. All Baptist Health hospitals, along with Baptist Home Health Care, have achieved Magnet™ status for excellence in patient care. Baptist Health is part of Coastal Community Health, a highly integrated regional hospital network focused on significant initiatives designed to enhance the quality and value of care provided to our contiguous communities. Baptist Health has the area's only dedicated heart hospital; orthopedic institute; women's services; neurological institute, including comprehensive neurosurgical services, a comprehensive stroke center and two primary stroke centers; a Bariatric Center of Excellence; a full range of psychology and psychiatry services; urgent care services; and primary and specialty care physicians' offices throughout Northeast Florida. The Baptist MD Anderson Cancer Center is a regional destination for multidisciplinary cancer care which is clinically integrated with the MD Anderson Cancer Center, the internationally renowned cancer treatment and research institution in Houston. For more details, visit baptistjax.com.

About Telescope Health

Telescope Health is a mobile healthcare application that allows users to immediately see a board-certified physician for many urgent and primary care needs. Telescope Health physicians are local to Northeast Florida, and many practice in a Baptist Health or Wolfson Children's Hospital emergency center. Through virtual appointments and check-ins, Telescope Health provides complete healthcare navigation by coordinating local follow up care and communication with primary care physicians. For more information about Telescope Health, download the Telescope Health app, or visit telescopehealth.com.

CONTACTS:

City of Jacksonville
Nikki Kimbleton
Media@coj.net
Phone: 904-255-5020

Baptist Health
Cindy Hamilton
Cindy.Hamilton@bmcjax.com
Phone: 904-202-4907

Telescope Health
Lauren Homrich
lhomrich@daltonagency.com
Phone: 480-268-3253