

Dear patient,

Our Practice cares for patients every day, treating the routine preventative care to chronic disease and acute illness (including infectious disease). It is safe to say COVID-19 situation is unprecedented in my decades of practicing medicine. Despite this, health care is not optional, nor is it something that should be cancelled or postponed.

My commitment to you and my other patients is my top priority. As the circumstances around the pandemic evolve, literally by the hour, our LEA team continues to assess and digest the many streams of recommendations and guidelines including the CDC, WHO, and local health authorities. Our office, including the employees and lab personnel, is ready and well-equipped to update and adjust our delivery of healthcare as guidelines change. Our clinic is open, and we are here to take care of you as always, however, here are a few things that we have implemented this week:

- **Telemedicine.** Fast tracked implementation via our EMR. We can now connect via secure remote video call to extend care to your home setting, as an option, either as your preference or as circumstances require. Of course, when physical examination is needed, we will see you.
- **Testing COVID-19.** We have the capability to test but the tests are still limited. This capability is highly fluid right now, and we are forming strategies to test insuring the safety of all patients and staff.
- **Hygiene / Cleaning Procedures** at our Clinic. I want you to know that we have implemented additional patient screening measures, and we have developed workflows to triage patients presenting with possible symptoms, utilizing best practices for treating suspected cases. We have implemented even more stringent cleaning procedures in our clinic to keep our patients and our employees safe. As this pandemic evolves, we will also adjust what we are doing in response so that we may continue to provide for your health care needs.

I know most of you have been inundated with messaging on recommendation for social distancing, handwashing, and even self-quarantining for our most vulnerable. I will not restate these here but have included the most reliable links for you to review.

<https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

My thoughts and prayers are with all of you and your loved ones. I understand this is a stressful time and I do not want worry over whether we will take care of you to be one of your stressors. We are here for you in any eventuality.

As always, please call my direct patient number at _____ or at the main number _____.

Stay safe and be well.

Dr. _____

YOUR RISK FOR COVID-19

If you believe you have come into contact with someone in the community who has been diagnosed with COVID-19 (coronavirus) here is how you can determine your risk for contracting the virus.

NO RISK

BRIEFLY WALKING BY A PERSON WHO TESTED POSITIVE FOR COVID 19 AND WAS NOT EXPERIENCING SYMPTOMS.

LOW RISK

BEING IN THE SAME ROOM AS A PERSON WHO TESTED POSITIVE FOR COVID-19, HAD SYMPTOMS AND YOU WERE WITHIN SIX FEET.

MEDIUM RISK

SUSTAINED CLOSE CONTACT (10 MINUTES OR LONGER) WITHIN SIX FEET OF A PERSON WITH COVID-19 WHILE THEY HAD SYMPTOMS.

HIGH RISK

CLOSE HOUSEHOLD CONTACT WITH A PERSON WHO TESTED POSITIVE FOR COVID-19.

According to the CDC, individuals that are at high-risk of becoming ill from COVID-19 include older adults and individuals with serious chronic or long-term medical conditions.

If you are experiencing symptoms, contact your healthcare provider.

Learn more about how to assess your risk from the CDC. Information about COVID-19 is available at www.cdc.gov