

## Letter to our patients

The situation with COVID-19 is changing rapidly, with new developments coming day by day, hour by hour. There is no higher priority for us than the safety of our patients and employees. Every day, our staff and other medical offices are struggling with what to do today.

We are still seeing **problem/urgent/sick visits in the office as well as pregnant patients**. Many of the patients that need to come in are elderly or high risk of COVID complications. At this time, we are rescheduling routine/annual appointments until May or later but we are doing everything we can to stay connected to you.

We continue to provide care in our offices, but we are excited to announce that we now offer TELEMED appointments (over the phone) as an option to deliver care. Now you can receive the care from us you want and need while remaining safely in your home. This gives you the option to speak to the provider directly and address any concerns that you may have. Due to these challenging times with the COVID crisis, there will be no co-pay for telehealth for the vast majority of patients, and your visit is documented in your electronic health record just like a traditional visit and tests can be ordered, prescriptions sent etc. Telemed visits help us to keep your care up to date and not back logged or to avoid urgent or missed issues (**these visits are not a bother to us**).

Please call our office if you need an appointment. Now that we offer telemed, we are able to handle many of the appointments that you previously canceled or we postponed. We want to see you using telemed to continue to manage your health, so you don't experience any issues down the road.

We are doing everything possible to protect our patients and our staff. We appreciate your understanding with the policies set forth. We are monitoring this developing situation closely, staying in regular contact with our health organizations and other experts while always keeping patient care at the forefront. This information is evolving each day. It is important to stay informed, wash hands frequently and keep to greater than 6 foot distancing and stay at home as much as possible. Also, use some form of nose/mouth cover in public places.

Stay well and thank you for your understanding,

Dr. McGrinder, Dr. Mondragon, Dr. Stier, Dr. Gerardi, Bonita Hermans, FNP, Tristin Cadle, FNP and staff of MMS.