



Dear patient,

We understand the spread of the COVID-19 virus has been challenging for you, our country and the world. While there is no playbook for a situation like this, delivering quality care is the foundation of what we do every day. This means providing the high-quality care you count on in good times and, more importantly, in challenging times. In keeping this commitment, your health and well-being will always be our top priority.

**The following proactive measures are underway in response to COVID-19 and its public health impact:**

### **Reducing Clinic Traffic with Virtual Visits**

You should always call first before visiting the clinic to determine the type of appointment needed. You will have the option to call or video conference with your provider using a mobile device or computer. If your provider determines you need to come into the clinic, you'll be scheduled for a visit right away.

### **Robust Pre-Screening Protocols**

Whether by phone or video, you should expect a series of questions to ensure you receive the care needed without unnecessary risk to you, the care team or clinic environment.

### **Prioritizing Urgent and Acute Care Appointments (in**

## certain situations)

For the safety, health, and well-being of our patients, we may reschedule or delay non-urgent clinic visits. This flexibility allows us to serve patients who require immediate care and prevent unnecessary exposure to others.

## Medication Refills Process

There are multiple avenues for you to refill medications. Start by calling the clinic first and we will work with you individually to reach the best solution.

## Emotional Health and Well-Being Solutions

Our goal is to always be your first call for any of your healthcare needs. This includes assistance in successfully managing the common stressors and emotions you may be experiencing with the current situation. The clinical teams also advise patients on general wellness solutions which is especially important as you may have transitioned to working from home. We are pleased to provide guidance, care and medication management for your health and well-being needs.

We have established an internal COVID-19 task force which meets daily and continually monitors the latest information from the Centers for Disease Control (CDC), state Departments of Health, World Health Organization (WHO), Johns Hopkins Center for Health Security and other important resources. Rest assured that we're here to support you every step of the way during this period of uncertainty. Most of all, we remain hopeful, as this situation will pass. We are proud to serve as your dedicated medical resource and partner.

Tobias Barker, M.D.  
Chief Medical Officer

