



March 13, 2020

To Our Valued Patients:

Here at Family Health Associates, it has always been our number one priority to keep you healthy and safe. In light of the recent developments concerning Coronavirus/COVID-19, we have made several important changes to the workflow of our office that will be implemented beginning March 16, 2020, and remain in place for the foreseeable future.

First, we are making every effort to separate our healthy and sick patients within the office. We are asking that all patients with fever, cough, or shortness of breath call the office prior to their appointment and alert the staff of your condition. If you are only mildly ill, we will likely recommend that you remain at home, and enact the usual supportive care that you would utilize to treat any upper respiratory infection (ie. tylenol, cold medicine, increased fluid consumption, etc). If you are experiencing respiratory distress or shortness of breath, we will offer you an appointment to be seen.

If you are acutely ill and are brought to the office, we have set up a special number that you can text to let us know of your arrival, and we request that you remain in your vehicle. In times such as these, we may be unavoidably behind in our schedules, thus will alert you when we are ready for your appointment. At that time, we ask that you proceed to the rear entrance of the building which is located in the alley, where you will be greeted by a staff member who will escort you to an isolated room for evaluation.

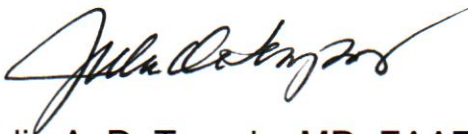
If you are healthy, and have a regularly scheduled appointment, we will continue our usual check-in policy where you will enter through the front door, and check in with the front desk before being seen by your provider. We are striving to keep a level of normalcy to your visits during this difficult time.

We would also like to announce that beginning on March 16, 2020, we will be transitioning into offering **Telehealth visits** for our existing patients. We believe, and will always believe, that the best medicine can be practiced when we are able to evaluate you in person in order to monitor your vital signs, and perform a hands-on physical exam. If you are unable to, or uncomfortable with, coming to the office, it is likely your provider will be able to offer this type of visit.

If you are interested in a Telehealth visit, please contact the office prior to your scheduled appointment time. In order to participate in a Telehealth visit, you or a family member will need a mobile phone with video chat capability, an iPad, or a computer with a camera and speakers. It is our understanding, that under the current circumstances, most all insurances will cover this type of visit. When your provider is ready for your visit, they will contact you via the link that you received (either via email or text message) and initiate the visit.

As you well know, this is a very fluid situation. We are striving to care for you in the best way possible. The providers and management are consistently checking updates from the CDC and local authorities, and the above policies and procedures may change as necessary. Please feel free to contact us at any time if you have questions or concerns, and please be patient with us as we navigate through this time with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Julie A. DeTemple". The signature is fluid and cursive, written over a white background.

Julie A. DeTemple, MD, FAAFP