

Dear Patients,

As a valued member of Our Family Doctors patient community, we appreciate the trust you place in us and want to inform you about how we are addressing the coronavirus situation.

We are closely monitoring events in our local community and continuously updating our policies and protocols as a result of new information.

We want you to know that we are available 24/7 to provide in office, virtual and phone care for our patients needs.

If you are concerned or have symptoms you would like to discuss with a clinician, please call the office. We will be adjusting our patients upcoming appointments to accommodate required social distancing in the office. If you have a scheduled appointment in the next 2 months, we may be contacting you to see about moving your appointment to a Televisit. This would be done over a computer, laptop, tablet or smart phone with your provider.

You can view a video on how to connect on YouTube:

<https://www.youtube.com/watch?v=hbPfcM2tQPw&feature=youtu.be>

You may also refer to the enclosed flyer from our Electronic Medical Records provider on how to connect. We will need your cell phone number and email address to make a connection. You will need to have a computer, laptop, tablet or phone that has a working camera and microphone. You will need internet connection and for your privacy should be in a location away from others. Connections in public places such as grocery stores are not strong enough to conduct these visits.

We have included some informational websites for updates and information on the virus:

- [CDC](http://www.cdc.gov) (www.cdc.gov)
- [WHO](http://www.who.int) (www.who.int)

Senior Hours are offered at many stores around the county:

- **Publix:** Tuesday and Wednesday 7:00am-8:00am
- **Aldi:** Tuesday and Thursday 8:30am-9:30am
- **Costco:** Tuesday and Wednesday 8:00am-9:00am
- **Dollar General:** First hour every day (Check local stores for hours)
- **Target:** First hour every Wednesday (Check local stores for hours)
- **Walmart:** Tuesday one hour before opening (Check local stores for hours)
- **Sam's Club:** Tuesday and Thursday 7:00am am-9:00am

Food Services for Humana and CarePlus members:

- Humana is offering meal solutions, please call our office if you are in need and on the Humana insurance plan
- CarePlus is offering help with meals. If you are a CarePlus member you can contact member services at **1-800-794-5907**.

We recognize that this is a time filled with uncertainties for everyone and we want to assure you of our commitment to provide you with the services you depend on. Thank you for your continued trust and loyalty as we work together to fight this virus.

Please do not hesitate to call with any concerns you may have.