



A MESSAGE TO OUR PATIENTS AND COMMUNITY

Our thoughts go out to those who have been affected by this unprecedented event affecting the world today. We are grateful for the health care providers on the front lines and for our clinical and non-clinical team who continue to serve our patients and community in these difficult times. Florida Family Primary Care Centers is closely watching the COVID-19 pandemic and we are implementing all CDC guidelines and ensuring we have the equipment and supplies in our centers so that we may continue to provide our services during this pandemic to those who are counting on us.

Florida Family Primary Care Centers realizes that many of you have healthcare needs and we are open to ensure those needs are met. In support of recent guidelines issued by the CDC and with health and safety concerns in mind, below are the current implementations that Florida Family Primary Care Centers are taking to reduce the risk of potential infection of its members:

- All Florida Family Primary Care Centers (FFPCC) clinical staff are conducting outreach calls to all our members regarding any immediate health needs the member may be experiencing.
- All providers have reviewed their patients' charts and identified the high-risk patients, these patients will be called first.
- Following the CDC guidelines, we are asking that all FFPCC members with flu-like symptoms stay home and immediately call your center. We have our clinical team available 24 hours 7 days a week to take all incoming calls and appropriately triage patients and provide recommendations according to the established guidelines.
- We are prepared to see patients who need to come in and modifications have been made in each one of our centers to comply with the established social-distancing guidelines. We continue to offer transportations and PRP treatments for those patients that are in need.
- To comply with guidelines, we are asking that you limit the number of guests accompanying you to only one.
- FFPCC is offering telemedicine, phone consultations and we continue to partner with pharmacies for home delivery of 90 – day supply of medications in efforts to meet our members' healthcare needs and reduce exposure to our members and staff.
- We continue to support our senior members and communities by delivering care packages for our senior members, hosting food distributions in

accordance with complying with social distance recommendations, and distribution of our Gateway to Health Program Cards to our senior patients' home.

- Our Access remains open to provide service to our members and communities, rest assured that these centers have been modified to ensure the safeness of our members and staff.

FFPCC encourages our members and community to follow the CDC guidelines set forth which include hand washing for 20 seconds, avoid touching your face, social distancing and stay at home. During this current crisis, the health and safety of our members, staff and community is our top priority and we ask that you all follow the prevention guidelines and stay safe!

Sincerely,

Florida Family Primary Care Centers

