

March 24, 2020

To Our Valued Families,

We understand that these are very uncertain and anxiety-provoking times in our lives and in healthcare. We want you to know, we are here for you. We are staying informed on the latest information and data as it becomes available and will continue to be your partner in health. In light of the novel coronavirus (SARS-CoV-2) outbreak that is causing coronavirus disease 2019 (COVID-19), we are making some changes to our daily operations. Effective immediately, these are the changes you will see at the office:

- We will be seeing essential, well visits (medication refills and well child visits that require immunizations) in the morning only between the hours of 8 AM and 12 PM.
- The office will be CLOSED from 12 PM to 1 PM for all visitors, patients and family.
- We will be seeing sick patients, who have previously been triaged by our staff, from 1 PM to 5 PM only. Make sure to call for an appointment as we will NOT accept walk-ins at this time.
- Sick visits will be brief and the time with staff will be limited to 5 minutes or less to reduce exposure to our staff and your provider. This will help ensure that we can continue to care for you.
- ALL sick visits, regardless of symptoms, will be required to wear a mask immediately upon entry into the clinic.
- EVERY patient, every day, regardless of visit type will have their temperature checked at check-in. Please understand that this is for your safety and the safety of those around you. If you are being seen for a well visit and are found to have a fever, you will be asked to put on a mask immediately. You will then be asked to return to your car and wait for a staff member to call you with further instructions.
- We are asking that patients come ALONE to their visit and not bring friends or family. This will further reduce any exposures to our patients, staff and families.
- Families bringing their children in for visits are asked to come with only 1 parent and no siblings, again, as a safety measure to reduce any potential exposure.

We truly appreciate you choosing us for your healthcare needs and consider it an honor to serve you and your family. We are working diligently to protect our patients and staff during this pandemic so that we can remain in business to further serve you for years to come. As always, the best form of communication with our office is the patient portal. Portal messages are more quickly accessed and addressed than phone calls. We are, as you might expect, experiencing a very high number of calls and portal messages daily. Please choose only 1 form of communication, as sending a portal message and calling only delays our ability to address every message in a timely manner. Also, please do not send multiple portal messages or leave multiple voicemails. All calls and portal messages received before 3 pm will generally be returned the same business day. We take communication with our patients very seriously and are increasing staff to be able to respond to your questions and concerns. If you have questions about whether or not you should come in for an appointment right now, please send us a message through the portal and we can help you make that decision. We still will be assessing a \$50 no-show fee if you do not show up for your scheduled appointment and did not notify us prior to the appointment time. We are also currently looking into the possibility of offering telehealth visits and will let you know if that becomes available. Thank you for your understanding as we navigate these waters together. And, thank you for being part of our CFC family!

Sincerely,

Dr. Ray, Morgan, Sarah, Jackie, and the CFC staff