

May 4, 2020

To our valued patients,

We know this continues to be a difficult time for you all and hope you are doing well. We wanted to send you a few updates and let you know we are still here for you. Thankfully we have seen a flattening of cases in our area, but we are far from returning to normal as we knew it prior to COVID. With this in mind we want you to know how we anticipate to handle your care in the coming weeks. We will continue to closely follow the guidance from the CDC and Mississippi State Health Department. Through the end of May The Family Clinic will prioritize visits by utilizing “telehealth” to the fullest extent we are able. You can visit the Telehealth page of our website (www.thefamilyclinicstarkville.com) for more information. **Please know WE CAN still see you in person if necessary, but this will be determined on a case by case basis.** Any individual coming to the clinic will be required to wear a mask. We want to encourage you to remain mindful and vigilant in protecting yourself by remembering a few things:

1. Continue good hygiene practice by washing or sanitizing your hands often
2. Wear a mask in any public setting
3. Seek medical care if needed, whether your complaint is big or small, but CALL FIRST so we can provide the care you need.
4. Be weary of information you see online as it may not be from a reliable and trusted source. We know this has given many of you anxiety and fear. We are here to answer your questions.
5. We are experiencing busy phone lines at a higher rate than before. Please feel free to use the online patient portal or our extra line at 662-694-2298 to reach us.
6. Many of you are requesting blood testing for Coronavirus. This is something we intend to offer but want to be sure the test is reliable and accurate. There are very few tests approved by the FDA at this time and our recommendation is that you wait until we have access to one that is approved. Be aware that current tests offered to you may not be approved yet.

Sincerely,

The Family Clinic

Dr. Steven Brandon, Dr. Emily Landrum and Jennifer Summers