

Dear Patients,

We at NCA Medical want to inform you about how we are addressing the coronavirus (COVID-19) situation.

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

Please know that our office is following all recommended guidance from public health authorities, including best practices for hygiene, infection control and medical professional team health. We feel confident in our ability to continue seeing patients and providing primary care according to the Tradition of Quality Care that you have come to expect and deserve.

In addition, Medicare and several other insurance companies have expanded their coverage to include new Telehealth services through audio and visual communications. We are grateful to have this opportunity to better serve our patients that potentially may be at a higher risk and would be able to connect with their doctor through this technology. We can do lab follow-up visits and even Medicare Wellness visits too. Please call our office to determine if this is the best way for you to communicate with your provider.

Our highest priority is to keep all of our patients and staff as safe as possible.

Therefore, at the recommendation of CDC, we will be taking patients' temperatures and asking these screening questions prior to allowing them to enter the reception area. Notably, all patients need to consider these questions prior to going to the physician office:

- *Have you traveled to a COVID-19 affected geographic area within 14 days of symptom onset? (China, Iran, S. Korea, Europe, cruise ship or any high risk sites in U.S.)*
- *Have you had close contact with a person who traveled to high risk sites or has COVID-19?*
- *Do you have fever and respiratory symptoms such as cough or shortness of breath?*
- *If you answered yes to any of the above questions, please call our office so that we can discuss with a physician how best to take care of you.*

Should you arrive at the office and meet these criteria, you will be asked to return to your vehicle and to call our office for a telephone assessment so that we do not expose other patients and staff.

If you have any questions about this notification or your upcoming appointment, call your physician's office.

Thank you for your continued trust and loyalty as we work together to fight this virus.

Sincerely,

NCA Medical Physicians and Staff