

**June 2020**

To Our Valued Patients:

Our doors are open! We have been, and will continue to be, open to serve our patients. During this healthcare crisis, please know that CharterCARE Medical Associates is here to care for you. We have been safely seeing patients throughout these challenging times to make sure everyone gets the healthcare they need. We have invested in appropriate personal protective equipment for our staff, including masks for our patients, as needed. We are using special disinfecting precautions at all times during office hours and are performing high level cleanings after hours.

In addition, we will continue to practice patient triage, including: temperature checks, a phone and check-in questionnaire, virtual waiting room, patients are immediately roomed, and in exam room check out will take place. Should you fail to meet the criteria to enter our office, we will make every effort to determine whether you should be seen in a treatment setting that is better equipped for this situation.

Our offices will continue to offer Telehealth options for those patients truly in need of that option. These unique visits may be performed via telephone or video. Please reach out to our office and inquire about your telehealth medicine visit options.

As always, please remember to call the office before going to the Emergency Room for nonemergency situations. For your safety and that of our staff, please DO NOT walk in to the office before calling us first.

Again, 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 see patients and provide the same level of high quality care in a safe environment that you have come to expect and deserve. Thank you for your continued trust and loyalty. We are all in this together.

Sincerely,

**CharterCARE Medical Associates**