Date: March 15, 2020

Dear Member,

In light of new information, we are writing to let you know of important updates to our practice based on *the best health care procedures we have at this time.*

I. We are now only doing visits via a telemedicine (VIDEO) platform by [doxy.me](http://doxy.me/). This means ALL VISITS unless otherwise arranged ahead of time will be televideo (or telephone) only.

The link to your visit and our online "waiting room" is both on our home page and will be emailed to you prior to your scheduled visit.

II. We will be available for in-office visits if deemed necessary on a *case-by-case*basis. In-person visits will require protective wear on our end, and that patients don a face mask upon arrival if not already wearing one, and maintain at least 6 feet from our staff (ie, Monica).

We will also be available for urgent care visits as usual, but will minimize ANY in person contact.

III. At this point, our protective gear is on back order (ie, surgical masks and N95 masks) and we would like to avoid *in person visit*when possible until they arrive, hopefully the end of this week.

Please note, we will be wearing gloves and may have different attire at the office, and will maintain the 6 feet of distance for the course of the visit unless we absolutely need to take a BP, temp, or as part of an essential examination.

IV.  Please take care of yourself, and consider that, IF YOU MUST go out, please don a mask and gloves for your and other's protection in the community.

Though most data shows people over 65 are at the greatest risk, 1/2 of the patients in France that have required ICU (intensive care unit) treatment are less than 60, and 1/2 of the patients in the Netherlands that require the ICU are less than 50.

We are reporting this information to emphasize that prevention is the best for ALL of us. Our # 1 goal is to protect *you,* our community and loved ones!

V. We are not testing for the COVID-19 at this time, if you have any specific questions, please email or call us.

In closing, we would like to remind us all that the best way to *love thy neighbor*is social distancing.

Thank you for understanding, and we look forward to seeing you on our new video platform!

Warmly and in health,

-*The Water's Edge Team*