

Dear Valued Patients:

We at Pelham Healthcare Associates know this has been a frightening and uncertain time for all of you. We want you to know that we have been working continuously to make sure that all of your healthcare needs are taken care of in the best ways possible

First and foremost, we wanted to make sure our patients and our staff were safe and healthy. So, in accordance with the government and health authorities, we implemented strict social distancing. **We closed our office doors and started caring for you through telehealth visits. We have been using the telephone, facetime and our patient portal to connect with you and address a variety of needs.** The plan is to continue doing this even as some of the guidelines begin to loosen. **Telehealth visits are going to be used to continue monitoring your chronic health problems.** We will have you keep your regularly scheduled visits. Also, should you have any injuries or illnesses, we can evaluate these through one of our virtual platforms. The goal is to maintain your continuity of care and keep your health care at Pelham Healthcare Associates

As the distancing restrictions loosen, we are seeing some routine visits in the office. Mainly, routine physical exams. These patients are being screened to make sure it is a low risk to them and the provider to bring them into the office. Rest assured; every precaution is being taken in the office to maintain patient safety. We are routinely sanitizing patient care areas and equipment. Patients and providers have access to all necessary personal protective equipment (PPE).

We also understand that some **of you may have lost your insurance or fallen on difficult financial times during this crisis. Please do not allow that to interfere with necessary healthcare.** We would like to offer discounted **self-pay process on telehealth visits.** We always encouraged you to call and discuss payment plans with our office. A visit with us is going to be more cost effective than the local urgent care.

The providers and staff at Pelham Healthcare Associates are working continuously to stay up to date with the recommendations of local government and health authorities. We are acting in compliance with their recommendations. Our priority is keeping our patients healthy and informed during these difficult times. Please feel free to reach out to us with any questions or concerns

Wishing you good health!

The staff at Pelham Healthcare Associates