



March 17, 2020

Dear HTCNV family,

The coronavirus (COVID 19) pandemic has impacted almost every aspect of our everyday lives. There is a spectrum of symptoms that one may encounter: some may have no symptoms yet still be contagious and spread the virus to others, while others may develop severe breathing difficulty requiring hospitalization and intensive care. Younger people infected with COVID 19 tend to do better than older individuals (greater than 60 years old) or people with underlying health conditions.

Schools have closed in an effort to implement a strategy called **social distancing** to flatten the curve of affected individuals. What does this mean? **Social distancing slows the transmission of the virus & gives our healthcare system a fighting chance to effectively manage cases as they increase. In other words**, it is better address the medical needs of a large group if it is **spread out over time, rather than to try and tackle it all at once** and risk becoming overwhelmed. **This can preserve and even improve the current 90%+ recovery rate of COVID 19.**

As a health care program, we want to support all efforts to limit COVID 19 spread. We must collectively make efforts to ensure healthcare resources will not be stretched to the breaking point. We must avoid this situation at all costs. Additional information can be obtained by visiting the [World Health Organization website](https://www.who.int/).

We are therefore instituting the following efforts in the interest of patient and staff safety:

1. We are reviewing all scheduled appointments over the coming weeks and **cancelling routine appointments**. We will offer you the option to have a visit with a care provider via telephone if needed. **We will continue to see patients for acute issues and essential infusions 24/7.**
2. We are screening all patients who come for appointments that cannot be delayed to determine their risk of having the infection. Patients who present to our office **with a fever and cough will be directed by a medical provider for appropriate care.**
3. **Outreach clinics will be rescheduled** until a time when the CDC determines that the risk of community spread has passed.
4. **You need to have an adequate supply of medication for your medical condition** in case you require quarantine at home. While we do not anticipate any manufacturer inventory issues, we can appreciate the difficulty that may be encountered if delivery avenues are impacted. If you need to discuss this with the HTCNV care team, please call or speak with your specialty pharmacy.
5. **At this time, we are postponing all elective procedures and surgeries.**
6. If you need to go to a local emergency room, please call us first so that we can alert the emergency room of your visit and medical condition.
7. Please contact us if you need to start taking any over the counter medication so we may review preferred medications.
8. Please consider take out or delivery over in restaurant seating.
9. **Stay home as much as possible.** It will take everyone to slow this down.

**"We are waves of the same sea, leaves of the same tree, flowers of the same garden" - Seneca**

Dr. Amber Federizo, APRN, FNP-BC

Dr. Daisy Cortes, MD

Dr. Nik Abdul Rashid, MD

Jerry Fox, Executive Director