



May 9, 2020

Friends of Thompson,

I am pleased to share that our return to expanded services has been very well-received. People who need medical attention are coming in and finding us exceptionally prepared to keep them safe while in our care. As stated in Thompson's CARES values, we are fully committed to providing outstanding care and exceptional service.

In support of this commitment, **we are requiring all persons entering our facilities to be screened for COVID-19 symptoms and to wear a protective mask while inside our facilities.** If you do not have a mask, one will be provided to you upon entry.

For patients who may be uncomfortable wearing a mask, we are pleased to offer both telephone and video conference options for appointments, as appropriate. If a patient is required to be on-site however, they must be masked, without exception. This is to ensure not only the patient's health and safety, but that of our associates and medical staff. We must care for our people so they may continue to care for our greater community during these unprecedented times.

I understand masks may be difficult for some people to tolerate. We are taking additional measures to minimize wait times and move everyone efficiently through their appointments. We will do all we can to make you comfortable without compromising the good work we are doing here every day.

I appreciate your continued support. We are open, we are providing a safe environment for your care, and we look forward to serving your healthcare needs, as always.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Stapleton, Jr.', written in a cursive style.

Michael F. Stapleton, Jr. FACHE
President & CEO