

Dear Patients:

As we all adjust to changes that the COVID-19 pandemic is bringing to our lives, we are writing to share important updates about your medical practice. Our offices are seeing an increase in phone activity and we want to continue to be accessible to all of our patients in a timely manner so we are asking you to assist us by reading the following:

EASY CONNECTIONS TO CARE

Patient Portal

Please remember that the Patient Portal is a fast and efficient way to communicate with your doctor's office. The Patient Portal can be used to request appointments of a non-urgent nature, request medication refills or send a non-urgent, general message to your doctor's office.

Online Request Form

We have set up an online form for our patients. Visit our website at www.ThompsonMDNow.com, fill out the form and submit. Submissions will be monitored Monday-Friday during regular business hours. Your provider will decide whether a televisit or in-office visit is most appropriate.

Telemedicine

Healthcare insurers are now covering telemedicine visits to help you maintain access to care during the pandemic. F.F. Thompson practices are now offering telemedicine services in most locations, including both telephone and online video visits, which allow you to see your provider right from the comfort of your home. Please reach out to your doctor's office for more details.

VISITOR POLICY

No visitors are currently permitted in the waiting rooms or exam rooms at Thompson's practices and F.F. Thompson Hospital. Exceptions include:

- 1 (one) patient/caregiver allowed with pediatric patients
- 1 (one) caregiver allowed with patients who require an advocate's presence

PRE-SCREENING

If you have an on-site appointment, please know that all patients will be screened prior to being seen by a provider. This protects the health of patients and families, as well as our staff. Patients who have cared for or lived with someone with COVID-19 and/or are experiencing a fever, cough or shortness of breath, should return to their vehicle and **call the office from their car**. Staff will meet you at your vehicle for additional screening.

Thank you and stay well.

Your F.F. Thompson Hospital Practice

March 20, 2020

www.ThompsonHealth.com



UR
MEDICINE

THOMPSON
HEALTH