



April 21, 2020

Friends of Thompson,

Along with the rest of New York State, UR Medicine Thompson Health has been monitoring the number of COVID cases on a daily basis. With continued social distancing support from our community, the data suggests we will reduce the number of COVID cases over time and be able to safely resume elective services in the near future.

As we move toward a new normal and prepare to widen the scope of available healthcare services, I want to underscore that **the safety of our patients, residents, associates, medical staff and greater community continues to be our #1 priority**. We have been conducting COVID screenings on every person who has come into our facilities for weeks, including our own associates; we have all been complying with standards around personal protective equipment, and following all social distancing guidelines and containment strategies. In all honesty, I believe you would be hard-pressed to find a safer environment anywhere in Ontario County.

Our new normal may end up looking a little different but the outstanding care you will receive from UR Medicine Thompson Health will be the same as it has ever been. If you need care, please do not delay. Many of our service lines currently have options for in-person, telephone or video visits. Based on the most recent news from Governor Cuomo's office, we will have more good news to share soon on further availability of services.

Thank you for your continuing support. We have been – and always will be – prepared to meet your healthcare needs.

Stay well,

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

Michael F. Stapleton, Jr. FACHE
President & CEO