

Dear patients of Winchester Internal Medicine,

This is a follow-up letter to our letter from late last week. As you can imagine, things are a bit hectic right now. Your health, as well as that of our staff, is of great importance to us. With the emergence of COVID-19, we are aware of the heightened concern you may experience. Be assured that we are working with Valley Health as well as the public health system to mitigate the spread of this virus. We need your help to be proactive in this.

Our patients should continue to feel safe coming to their appointments. However, if you have any **symptoms of a respiratory illness** (congestion, **cough**, shortness of **breath**, fever) **please call** before **coming to your appointment. Please do not just walk into the office asking to be seen.** This is in order to protect our patients and staff, as well as make sure you are directed to the correct setting. As always, we ask that you wear a mask in the office if you do have any respiratory symptoms, and we will continue to wear masks while in close contact with you as well as continue universal precautions. If you need to reschedule your appointment, please let us know. At the time of this letter, we are not setup for telemedicine services, but are working to establish this process.

Unfortunately, we cannot collect samples for testing for COVID-19 in our office, due to CDC guidelines, and currently, any testing for COVID-19 has to be approved and done in conjunction with the public health department. However, we are working with Valley Health to arrange for broader testing without having to go through the public health department, but after a screening process with us.

The best source of information about COVID-19 is the Centers for Disease Control (<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>) or the Virginia Department of Public Health (<https://www.vdh.virginia.gov/surveillance-and-investigation/novel-coronavirus/>). In addition, there is a number to call for more information: 1-877-ASK-VDH3.

We will post updates to our website: <https://www.winchesterim.com/> as well as by email as this is a fluid situation. As always, it is our pleasure and honor to provide care to you.

Sincerely,

Winchester Internal Medicine.