



03/22/2020

Greetings from PSALMS & Solid Rock Family Medicine,

Our nation as well as our world, is under an Emergency situation with regards to the Coronavirus pandemic. During this time The Practitioners and staff wanted to take just a moment and let our patients know that you are in our thoughts and prayers during this time.

To ensure first and foremost the safety and wellbeing of every patient and to ensure that every patient has access to the medical care that they need during this crisis, our office has made changes to our process of seeing patients:

- 1) As of March 16, 2020, our office has implemented access to Telehealth services. (to be able to utilize these services continue reading to the end of this letter)
- 2) We are asking to reschedule services such as physicals (unless needed) until this crisis is over. (please also note that some procedures, such as sciatica injections are unavailable from our office at this time)
- 3) We are asking all patients to check in from their car if this is possible for you. (call our office from your cell phone when you arrive and let us know that you are here for your appointment. You can then wait in the safety of your vehicle for your appointment to begin)
- 4) If we have a patient with respiratory issues, we are asking that patient to park around the back side of our building and our staff will come to outside to begin your appointment. (we will ask your reasons for visit, check your vital signs and collect any test that are necessary while the patient is in the comfort of their car. When all tests are collected and reported our practitioner will see you either in person or via Telehealth services)
- 5) We are only allowing 2 patients at a time in our office. Our staff asks that you understand that we will not allow your family members or friends in the office if they are not necessary for the appointment (the caregiver of the patient, the parent of a child or an interpreter for the patient) This is to ensure the safety of everyone involved. The patients will remain separated and not in the same area at the same time (one patient will be with the practitioner and the other will be checking in or waiting to check in)
- 6) ALL surfaces and areas are wiped down thoroughly after each patient.

We ask for your kindness and patience with our staff. These changes are important for your health as well as ours. We also ask that you understand that our phone lines are very busy currently, if you call during business hours and the call goes to the answering service please call back. Also it is helpful to note that as an established patient you also have access to our after-hours phone line in case of emergencies (828-838-3204). After our normal business hours you can call and leave a detailed message concerning the emergency and a member of our staff will reach out to you shortly, (please only use this line for emergencies, if you have questions about appointments or things that can wait until the next business day please wait and call our regular office phone number)

Telehealth services overview:

We are now offering a way for you to have an office visit right from the comfort of your own home. We would make an appointment for you and Barbara Deaton will send you a text message with a link that you click on and it will take you to her computer waiting room. You will be able to speak face to face with her and not have to wait in the office where you might be exposed to germs that could make you sick. We are recommending this service to anyone who is over the age of 50 and anyone who has multiple health issues.

This service will be a face-to-face visit that will be filed with your insurance company. You would still have to pay your co-pay just like you were in the main office in person. Please note that we cannot do this type of service if you are sick with a problem that you are unsure what is wrong with you. You would need to come to the office and be seen for that.

During a Telehealth service Barbara Deaton will be able to:

- do all your medicine refills
- handle minor illnesses like, urinary tract infection/sinus infection/skin problems etc.
- she can order your labs and you can drop in and have them drawn (if you like the labs can be drawn curbside from the privacy and comfort of your car)
- she can review labs and other test with you that have been put into your medical record

In order to receive this service, you would need to have a smart phone or computer or some type of device that can-do videos. If you want to take part in Telehealth services, we will need the following:

- cell number or email address
- verbal permission
- schedule appointment for this service
- Patients please try to get: weight, blood pressure, pulse, pulse ox if possible.

Please note that during this crisis, if you do not have access to a cell phone or computer with video access and only have a home phone but you still meet the following criteria:

- A) You are over the age of 65
- B) You have health issues that would make an office visit unsafe
- C) You have no one to help you with this type of service

Please inform our staff and we will be glad to help set up service over the phone with Barbara Deaton.

It is important that we all work together to get through this crisis. Our office staff want you to know that we are here for you.

Thank you,

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