



The COVID-19 situation is changing on a daily basis, and as your healthcare provider we want to let you know that we're marshalling all of our resources to ensure your health, safety and peace of mind during these unique times. Please don't hesitate to contact our Member Relations Team at 866-434-3255 if you have any questions or concerns.

Our top priorities are to be of service to our patients and to help support the public health response to this pandemic in the hopes of preventing an overload to the hospital system and limiting transmission rates.

Here are a few things to keep in mind right now:

- If you believe you're experiencing symptoms related to Coronavirus, please call us before coming directly into our clinic. We want to triage your symptoms over the phone and not put any clinic staff or other patients at unnecessary risk.
- We are not currently testing for COVID-19 in our clinics. Test kits are in short supply and are currently being reserved for the highest-risk patients as determined by the local health department. To be clear, the test itself will not alter our clinical response to treatment plan and if our testing plan changes we will update you.
- To further reduce the potential spread of COVID-19, OurHealth has activated its work from home policy for all non-clinical employees, which includes our call center team. That team will still be available as they always are, but you may experience a few blips in the connection or background noise as we work to ensure their availability outside of our office setting.
- If COVID-19 cases spike and our clinic teams become overwhelmed, we may reach out to reschedule non-emergent visits and/or recommend a virtual or telephonic visit instead of in person. Our goal is to not impact patient care, but in the event this becomes necessary we will reach out as soon as possible and provide as many options as possible that best meet your needs.
- The CDC is maintaining a great list of [Frequently Asked Questions](#) if you'd like more information.

I want to personally thank you for entrusting OurHealth with your care. If there is anything at all we can do to be of assistance, please don't hesitate to reach out.

Sincerely,

Jeff Wells MD
OurHealth president and co-founder