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### Cornerstone Family Healthcare Coronavirus Update

Dear Cornerstone Family Healthcare Patients,

First, let me start by saying THANK YOU to everyone that is doing their part to help flatten the curve. While we are doing our part on the frontlines, we are relying on you to do your part. Please continue to take the social distancing recommendations seriously and stay home if you are a non-essential employee. Don't invite friends and family over for playdates or social visits. If you must go out, remain at least 6 feet away from other. Wash your hands frequently, cover your cough and try to clean frequently touched areas of your house like counters, bathroom fixtures, phones, keyboards and remote controls, daily. All these little things will help prevent the spread of COVID-19 (Coronavirus) in our community.

Over the past few weeks, Cornerstone Family Healthcare has taken extra steps to ensure the health and safety our patients, staff and the community in response to the COVID-19.

Cornerstone Family Healthcare remains open for care that cannot be delayed. The following processes have been put in place to make visits as safe as possible for our patients, employees and the community:

- The staff that interacts with patients will be wearing surgical masks for the safety of our staff and other patients. Don't worry, we are still wearing our smiles underneath.
- Anyone entering our buildings will be greeted and screened for symptoms of COVID-19: fever, cough, shortness of breath or known exposure to COVID-19. If staff determine you have symptoms, they will give you a mask and tell you how to wear it properly.
- We have also requested that patients limit the number of friends or family that accompany them to one (1) visitor per patient.
- Although our facilities are always very clean, we have significantly increased the frequency of cleaning at all of our sites, with particular attention to frequently touched areas like counter tops, bathroom facilities, door handles, and seat arms.

To further increase social distancing, we have expanded Telehealth appointments. You can skip the waiting room and speak with a provider by phone or computer from a convenient location for you. Convert an existing appointment or schedule a new appointment for a telehealth visit by calling us at **(845) 563-8000**.

We understand that this situation may be causing you a lot of stress. Fear and anxiety can be overwhelming and cause strong emotions in adults and children. Learning to cope with these feelings will make you, the people you care about, and your community stronger. If you, or someone you care about, are feeling overwhelmed by your feelings, we are here for you. Call **(845) 563-8000** to book a virtual telehealth appointment with one of our providers.

If you are experiencing any symptoms of COVID-19 – fever, cough, sore throat, shortness of breath or muscle aches – please contact us by phone at **(845) 563-8000** and our well-trained staff will help you determine if you need to be seen and provide you with instructions for seeking medical care. If one of our physicians determine that you need to be tested for COVID-19, you will be sent to a site and asked to let them know when you've arrived by phone. Patients generally remain in their cars for evaluation and cub-site testing in order to best protect other patients and our staff.

If you are having a medical emergency, call 911.



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We appreciate your understanding during these uncertain times. Our continued goal is to protect you, your loved ones, our staff and our community.

Thank you for trusting us with your healthcare needs.

Linda Muller, President & CEO

-and-

Dr. Avi Silber MD, FAAP, Chief Medical Officer