

April 14, 2020

## Cornerstone Family Healthcare Coronavirus Update

Dear Cornerstone Family Healthcare Patients,

As COVID-19 continues to impact our community, we are doing everything we can to keep you and your loved ones safe and healthy. We wanted to share a few important updates with you:

**COVID-19 TESTING:** 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. Our staff will help 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 drive-up testing in order to best protect other patients and our staff. If you are having a medical emergency, call 911.

**NON-COVID-19 HEALTHCARE NEEDS:** There are some healthcare needs unrelated to COVID-19 that still need attention, like pediatric vaccines, uncontrolled blood pressure, diabetes, pregnancy checkups and follow up of abnormal pap smears. We are still seeing patients and are available to help with these, and many other conditions.

You can get quick, convenient care using your mobile device or computer in the comfort of your own home during a virtual appointment with one of our providers. If an in-person visit is necessary, we are available to see you. We have put policies into place to make sure your visit is as safe as possible, including:

- Introduction of a specific office to only see patients for non-COVID-19 related health issues.
- At other sites, we are scheduling non-sick visits (physicals, full up, medication re-fills, etc.) at different times of the day than sick visits.
- As needed, patients will be asked to wait in their cars for their appointment and escorted directly to an exam room when the provider is ready to see you.
- 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.
- 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 schedule a virtual visit or an in-person appointment, please call (845) 563-8000.**

Please note, some of our sites have been temporarily closed to be able to serve those with the most critical needs. Those sites are 2 Fletcher Street in Goshen, 100 & 290 Broadway in Newburgh, Pine Bush, Plattekill and New City. If you are a patient of any of these locations and are in need of an appointment, please call (845) 563-8000 to discuss your care options.

**MENTAL HEALTH SUPPORT:** The COVID-19 outbreak is a confusing and stressful time for all of us. While it affects us all differently, it is important to look out for loved ones and neighbors who are especially at risk. If you, or someone you know, are struggling with anxiety, depression, or any other mental health or

substance use concerns, call us at (845) 563-8000 to book an appointment with one of our behavioral health specialists.

**GUIDANCE ON FACE COVERINGS:** If you need to go out in public, the CDC recommends wearing a cloth face covering that reaches above your nose and below your chin. You can use a scarf or bandana, which needs to be washed after each use. This does NOT replace social distancing. For more information and to learn how to make your own mask using common household items, please visit <https://bit.ly/39GCoZa>

**SURVIVORS OF DOMESTIC VIOLENCE:** While residents are staying home during the COVID-19 pandemic, cases of abuse may increase, according to domestic violence advocates. Please know that there are resources available to you. Fearless! Hudson Valley, Inc., formerly known as Safe Homes of Orange County, has a 24-hour hotline and is providing remote services such as crisis counseling, therapeutic counseling, advocacy, emotional support, support groups, shelter, and information and referrals. Fearless! can be reached 24 hours a day by calling (845) 562-5340 or by visiting [fearlesshv.org](http://fearlesshv.org)

The New York State governor's office has also announced that they will help relocate anyone who is in a domestic violence situation and in danger due to the coronavirus. The state hotline is 1-800-942-6906.

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

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Dr. Avi Silber MD, FAAP, Chief Medical Officer