

As a patient at Cascade Physicians, you are our top priority. As your Primary Care Team, we are committed to giving you the best possible medical care now and into the future.

- We want all our patients to know that we are here for you during this health emergency.
- We understand that the novel coronavirus outbreak and COVID-19 disease has changed all of our lives
- We realize that this illness is causing a lot of concern within our community.
- We hope this letter will turn that concern into confidence that you can turn to Cascade Physicians as your dedicated medical team, with questions about coronavirus or any other health-related issue.

Please take some time to read about our new program for TeleVisits at Cascade Physicians, and feel free to contact us if you have any further questions.

1. APPOINTMENTS

2. Our offices continue to be open during our regular hours; however, we are shifting in-person visits to virtual telemedicine visits (“TeleVisits”) wherever possible. This will allow you to see your provider face-to-face via a computer connection without needing to leave your home.
 - TeleVisits can be used for most appointments
 - In-person appointments are still available for urgent needs that cannot be evaluated over a TeleVisit.
 - If you are not sure whether a TeleVisit is right for you, just contact us and the medical team will guide you to the correct type of appointment depending on your concerns or circumstances.
 - We will always use TeleVisits to evaluate any of our patients with fever, cough, or shortness of breath in order to minimize risk of exposure to other patients, the general public, and our Cascade Physicians staff

If you have a previously scheduled appointment, we will call you (or you can contact us) to switch that to a TeleVisit.

If you need to schedule an appointment, please call your usual office number to schedule a TeleVisit. Once you have your visit scheduled with our office you can access TeleHealth from any computer or phone with video and sound capability by downloading the zoom app. You will then go to our website at (www.cascadephysicians.com) You will find the zoom link located at the top of the page.

2. MEDICAL QUESTIONS

We are experiencing high call volumes. We encourage you to schedule a TeleVisit if you have a question or need to consult with a provider. You may also still use our patient portal messaging for concerns that are non-urgent (i.e. any question where you can wait 24-48 hours for a response). If you need a response in less than 24-48 hours, please call your provider’s office directly. If you have a life-threatening emergency, please call 911.

3. COVID-19

We strongly support all Federal, State and Local guidelines regarding COVID-19. While we do not currently have access to coronavirus testing, we are closely following options for testing in our area. The Oregon Health Authority website (<https://govstatus.egov.com/OR-OHA-COVID-19>) has the most up-to-date recommendations for our area. Please consider the following steps:

- Stay at home when possible.
- Use the emergency room only for the most serious issues (major injury, stroke symptoms, heart attack symptoms, severe shortness of breath, etc.)
- Allow patients without primary care providers to use the urgent care.
- Call us for your urgent and non-urgent care needs. Taking these steps will allow us to provide the best care to our patients (and to conserve healthcare resources for the community at large). We are committed to working together to support you and your healthcare needs. We greatly appreciate your understanding during this difficult time.

Sincerely,

Cascade Physicians