

Dear Valued Patient,

We care about you. We miss seeing you and caring for all of your healthcare needs. The COVID-19 pandemic has completely changed all of our lives--and just like you--we continue to find ourselves navigating through an unprecedented situation.

We know you are adapting to a new normal and making the necessary adjustments to protect the safety of your loved ones and our communities. We know you have been maintaining the recommendations for social distancing and following the stay-at-home orders. We see how you have gone above and beyond to donate supplies and food for our staff. We see your efforts, and we are amazed at your generosity and steadfast resolve.

We want you to know that we have not forgotten about you. We are still here for you, and we are still providing care. As we continue to combat COVID-19, we ask that you remember the following:

- If you have an emergent condition, a chronic condition or need to be seen by one of our providers, we are open. We have taken precautions to help ensure your safety and the safety of our staff, including enacting visitor restrictions, universal masking of our healthcare workers, required wellness screening stations at all of our entrances (which includes checking for temperature and respiratory symptoms), social distancing measures, and increased sanitation and decontamination efforts.
- You can still see your Phelps Health providers virtually through TeleVisits. TeleVisits are a safe, secure and confidential way for you to visit remotely with your provider from your smartphone with audio and video capabilities. A majority of our clinics and providers' offices are now offering this service. To learn more about TeleVisits, please call your provider's office.
- Should you have an emergency, our Emergency Department is open 24 hours a day, seven days a week. Our Immediate Care Waynesville clinic also is open from 8:00 AM to 8:00 PM on weekdays and 8:00 AM to 6:00 PM on weekends, and for those patients experiencing respiratory-type illnesses, our drive-through respiratory screening station, located in the Phelps Health and Missouri University of Science and Technology parking lot off of 10th Street, is open seven days a week, from 8:00 AM to 8:00 PM.
- Over the next few weeks, we will begin reintroducing some of the elective surgeries, procedures and tests that were temporarily delayed. We are taking every precaution to ensure these services are restarted responsibly, and our priority remains to protect the safety of our staff, patients and communities.

At Phelps Health, our mission to improve the health and wellness of people in our region has not changed. We will continue to be here to provide you and your family with the same high-quality healthcare you know and trust, and we will get through this time together.

Sincerely,



Edward J. Clayton, President and CEO