



Dear CHC Members,

Christian Healthcare Centers continues to monitor the COVID-19 (coronavirus) outbreak as new information comes out. We commend our members for being flexible and understanding while the changes have been made to follow Centers for Disease Control (CDC) guidelines on stopping the spread of COVID-19.

We want to reassure you that we are able to continue caring for you during this time. Thankfully, CHC has always included telemedicine in MemberCare at no additional cost to members. Our staff is available when you need us. In light of the executive order that was issued today by the State of Michigan, we have determined that the actions taken last week (March 17th) will continue through the duration of the 'stay home' order.

Therefore, **all non-urgent office appointments will be converted to a virtual visit or rescheduled through April 13, 2020.** We will remain open from 9-5 Monday through Friday and will be available to manage common medical issues through phone, text, email, or virtual visit. If you need care that requires an in-office visit, we will need to ensure that members are at low risk for COVID-19 exposure prior to coming in the office. To protect our staff and patients, anyone coming to the office will be screened by the clinician managing the case that day.

This caution also applies to in-office pharmacy and lab draws. We are encouraging anyone who needs medications to get them from a drive-through pharmacy pick-up that is close to home. If you are picking up medications from CHC, please remain in your car and call the office to let us know you have arrived. We will bring the medications to your vehicle.

We know this is a troubling time for many, with much of everyday life disrupted. We will do everything within our power to ensure you receive the care you need.

Sincerely,

A handwritten signature in black ink that reads "Brian Aenis". The signature is written in a cursive style.

Brian Aenis  
Director of Operations