



June 11, 2020

Dear Members,

With states like Michigan beginning to re-open in many ways, we want to provide an update to how you access services from CHC. We remain available to members for any medical need through virtual/telehealth visits, and we will continue to care for urgent needs in-office. Do not hesitate to contact us if you need to. Due to the prolonged shutdown, many routine office visits have become increasingly urgent, and some new members have not yet experienced a new patient visit. As we slowly return to normal operations, we have implemented some changes to the workflow in the office, much of which has been communicated to you previously. The changes are designed to follow guidance from the State of Michigan. These procedures will remain in effect as long as executive orders are active.

Labs can be drawn to test for COVID-19 antibodies. The cost for the lab is \$71.01 and results are made available to us the next business day. We do not have the supplies to perform the swab test that detects whether you have an active case of COVID-19. For these tests we will send the order to a lab of your choosing if the standard lab company we use is not an option for you.

The executive order requires masks be worn by patients while in a medical office, except when undergoing a physical exam by the physician where a mask must be removed while the exam is completed. We know this may be a nuisance to some, but we must continue to require this until otherwise communicated by the Department of Health and Human Services. If you are unable to wear a mask, we may ask that you wait outside in your vehicle while waiting to be roomed for your appointment. Additionally, we have marked the floor at the check in desk with red tape to provide a visible representation of the six feet of space needed between you and the front counter. This is to observe the social distancing orders issued by DHHS. Please observe the social distancing recommendations to keep yourself and others from increased risk of getting the virus.

If you are coming to the office to pick up a prescription, please call the main number (616-226-2669) to inform the staff when you arrive. Please park under the carport and the prescription will be brought to you in your vehicle. We will confirm whether the cost and payment method are correct with you and process payment upon your approval.

If you have arrived for an appointment, please call the office to make us aware of your arrival. Please remain in your vehicle until you are called back to be roomed. If you do not have a cell phone, you may enter the office to inform the staff you have arrived. You may be asked to wait in your vehicle if there will be a delay in being roomed for your appointment. If you are dropped off for your appointment, you may wait in the waiting room as usual.

Thank you for helping us maintain these new health guidelines.

Sincerely,

Brian Aenis
Director of Operations