



November 13, 2020

Dear CHC Members,

Christian Healthcare Centers has been monitoring the recent rise in positive COVID-19 test results and hospitalizations. We are working hard to ensure that the care we provide remains exceptional, even in these challenging times. Just as we remained open for urgent and essential visits earlier this year, we intend to remain open to care for our patients while we are seeing a concerning rise in positive COVID-19 test results.

You have undoubtedly heard that local hospitals are reaching their capacity for in-patient care because of the influx of COVID patients, and have suspended all elective procedures during this time. We are watching this closely, and to the extent we can be of help in this area, we want to limit the transmission of COVID-19 by reducing the amount of in-person interactions here at CHC.

Therefore, we will return to performing routine appointments such as annual physicals, medication or follow up appointments on lab results, via telemedicine platforms. These telemedicine visits will take place using standard phone calls or video calls through the Healow app beginning 11/16/2020. Annual physicals may be performed by telemedicine visit, with any physical examination scheduled for 15 minutes or less in the office as directed by the physician. Visits that are required to be in person because they are urgent, such as skin laceration, heart palpitations, x-rays, etc. will still be able to be performed but they must be triaged with the physician first.

We have been able to avoid COVID transmission taking place here at CHC. In fact, we are happy to report that to date just one percent of members have received a positive COVID-19 test result and none of those members contracted or transmitted the virus at CHC. Our protocols are designed to protect members and CHC staff from unknowingly being exposed to COVID-19 by an asymptomatic carrier.

More updates will be coming later next week as new information about the rate of new cases and the condition of the local healthcare system becomes available.

Sincerely,

A handwritten signature in black ink that reads "Brian Aenis". The signature is written in a cursive style with a large, stylized initial "B".

Brian Aenis
Director of Operations