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Dear Patients,

We are writing you to be proactive and prepared, not to create concern. Our goal is to keep everyone healthy.

UP TO DATE ANSWERS:

The COVID-19 situation is changing rapidly. The most current information is available from the BC Centre for Disease Control at: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

IF YOU HAVE SYMPTOMS:

For assistance, the Ministry of Health has an online self-assessment tool to help you understand what to do if you experience symptoms at: <https://covid19.thrive.health/>

CLINIC RESPONSE

Our physicians are offering 'Virtual' appointments via TeleMedicine videoconferencing or by telephone. We need your signed consent for these services, but can accept verbal consent from you to start. Please go to our website www.mossrockmedical.ca and visit the 'TeleMedicine is Here' for more information and the Teleconsent document.

We ask for your understanding and cooperation with the following:

- If you have travelled anywhere outside of Canada in the last 14 days **OR** have any respiratory symptoms, do **NOT** come to the clinic; call the clinic to arrange a TeleMedicine or phone visit with one of our doctors;
- Postpone non-essential appointments for at least the next two weeks – or phone the clinic to change it to a TeleMedicine visit or phone call

STAYING SAFE

The most effective ways to stay safe are:

- **SOCIAL DISTANCING:** limit your public interactions. Avoid unnecessary group gatherings. If you need to shop, avoid peak times, and consider online ordering. If in public, separate yourself from others by at least 2 meters.
- **WASH YOUR HANDS!** The virus can enter your body through your mouth, nose, eyes, and by breathing. People are unaware how often they touch their faces – so clean those hands. Wash them long enough that you can sing a verse of 'Frere Jacques' or recite a verse of poetry...
- **SELF ISOLATE:** If you get sick – **STAY HOME!** Even if you don't have Covid-19, you'll prevent others from catching your bug!

Thank you for your understanding during this time. We look forward to returning to normal.

Stay healthy

Moss Rock Medical Doctors and Staff