



Dear Daphne Family Practice Patients,

Thank you for trusting us with your care. We are currently facing unprecedented times, but rest assured that we are committed to providing the best medical care possible throughout this coronavirus (COVID-19) pandemic.

There is so much information to share, but let's start with the basics:

- **Daphne Family Practice remains open.** Physicians and staff are available during normal business hours for essential medical care and urgent needs of patients. If you have questions or concerns, please call our office at (251) 621-6520, and our staff will direct you to your provider and/or provider's nurse in an effort to take care of your needs.
- **We are using alternative methods of serving patients**, such as telephone or video visits for less urgent cases. This will help us to continue to care for patients as we limit on-site visits to those who need immediate physical care for urgent medical issues. For all non-urgent visits, such as medication refills, please call our office to schedule a virtual visit.
- **We will still treat acute conditions.** Even if you have a less urgent, acute illness, such as a sinus infection, urinary tract infection, migraine headache, etc., call our office to schedule a virtual visit. We can still treat these conditions through virtual visits, allowing you to stay home and decreasing your exposure to other possible illnesses.
- **Your health and safety is our No. 1 priority.** We are taking numerous steps to help prevent the spread of coronavirus, including implementing special cleaning measures, wearing proper protective gear for your safety, and having a designated area where we evaluate patients with COVID-19 symptoms.
- **What can you do to protect you and your loved ones?** There are many things you can do to limit the spread of germs and prevent infection, including but not limited to the following:
 - Stay home if you can and avoid gatherings of more than 10 people.
 - Practice social distancing by keeping at least six feet between you and others.
 - Wash your hands often with soap and water for at least 20 seconds.
 - Avoid touching your eyes, nose, or mouth with unwashed hands.
 - Avoid close contact with people who are sick.
 - Cover your nose and mouth when coughing or sneezing.
 - Clean and disinfect frequently touched surfaces daily.

We recognize that this is a difficult time for everyone. Please know that Daphne Family Practice is dedicated to the safety, health, and wellbeing of our patients and that we are doing everything possible to ensure that you continue receiving the care you need.

We pray that you and your loved ones stay healthy and safe.

Sincerely,
Daphne Family Practice