

Andrea C Chiamonte, MD, MPH

Melinda Thacker, MD

Eugenie Du, MD, MPH

Jonathon S. Sillman, MD, FACS

Kathryn Noonan, MD

Rob Moran, PAC

Cynthia Duhamel, PAC

Merrisa Murtha, AuD CCC-A, Michelle Fleck, MA CCC-A, Jane Ehnstrom, MS CCC-A, Marla Allard, MA CCC-A



COVID19 Update for Patients

3-23-2020

Dear Patients,

You are a valued member of the community and our practice. Your health and safety are our top priorities. Given that the COVID19 pandemic is a fluid situation, recommendations may change week by week. As of now, we are seeing patients in the office for **urgent problems** only. In order to comply with social distancing, we ask that you call the office prior to your scheduled appointment. If you have symptoms of cough, fever, loss of smell, shortness of breath, or severe fatigue, we ask that you stay home and alert your primary care provider. Please only bring one essential support person to your appointment. Please do not bring your children to your appointment.

Previously scheduled follow-up appointments for routine problems will be converted to a **telephone call appointment**. If you are an established patient and wish to be seen for a **routine ear, nose, or throat problem**, we are happy to accommodate you via a **telephone visit** and you are welcome to call to make an appointment. Please note there are limitations as your provider cannot obtain a physical exam. If it is determined you need to be seen in the office, we can coordinate that for you.

Patients also have the option of a video visit. **Video Televisits** are purportedly covered by most insurance plans (check with your insurance company if you have questions). To schedule a Televisit, call our office at **508-757-0330** or initiate an appointment online via our website (www.aohns.com). Patients that have a non-Mac personal computer with a forward-facing camera may simply sign onto the patient portal and follow directions there. Those with a Mac computer must use their smart phone or iPad by downloading the **Healow app** in the App store. To use the Healow app for a video appointment, you will also need to sign on to the patient portal or create an account on the portal if you have not.

Patients of Dr. Thacker: As a member of the **American College of Lifestyle Medicine** and with additional training in **nutritional intervention** through **Cornell University**, Dr. Thacker is happy to visit with you via video or telephone not only for ear, nose, and throat symptoms, but also to discuss **lifestyle strategies** for **managing stress** and **nutritional tips** to **improve overall health and immune function**.

Stay well.

Be healthy and careful,

The AOHNS Team