



We hope this letter finds you safe and well. As we've navigated the COVID-19 crisis together, we've been met with new challenges, but also new opportunities. All of us at CMC look forward to caring for you. In our practices we have been taking many steps to help keep you safe and receive the high-quality care you need, when you need it.

It's more important than ever to stay healthy. Whether you have a time-sensitive medical need or questions about routine and preventive care, please know that we are with you and here for you, every day. Our offices remain open and we have several options when it comes to delivering your care, safely.

Our Primary and Specialty Care practices have been:

- Rearranging our waiting rooms or having patients wait in their cars to help maintain social distancing
- Frequently and vigorously cleaning all areas
- Screening patients prior to their appointments for COVID-19 symptoms
- Dedicating separate care areas for patients who have COVID-19 symptoms
- Continuously monitoring our own health
- Wearing masks – and asking you to wear one too

In addition to preparing our practices for you, we have also been expanding our telehealth capabilities. For some patients, an in person visit in the office may not be the best option. Depending on your specific circumstance and clinical needs, your physician, nurse practitioner, or physician assistant may be able to see you in a video visit.

When you do come to the office, we ask that you help us by:

- Wearing a mask
- Adhering to social distancing cues and reading all posted signs
- Letting us know if you have had any COVID-19 symptoms (fever, cough, shortness of breath, sudden onset of fatigue, or the sudden loss of smell or taste)

If you are feeling sick, have any health concerns, or are due for a routine visit soon, please don't delay your care. We are here to discuss the right kind of appointment to meet your needs and keep you in good health.

A handwritten signature in black ink that reads 'Louis Fink'.

Louis Fink, MD, FACC  
Executive Medical Director  
New England Heart &  
Vascular Institute

A handwritten signature in black ink that reads 'C. Claussen, MD'.

Carolyn Claussen, MD  
Medical Director  
CMC Primary Care

A handwritten signature in black ink that reads 'Robert Catania'.

Robert Catania, MD, FACS, FASMBS  
Medical Director, Surgical Care Group  
Executive Surgical Director, NEWMI