

Dear Patient,

Due to the ongoing COVID-19 pandemic and in compliance with the CDC and CMS guidelines, effective March 23, 2020 we will begin offering our patients Telehealth services. Telehealth visits consist of audio and video conferencing between our providers and You.

For video conferencing please note the following:

- if you have an iPhone then you are ready to have a FaceTime conversation with your provider and you don't need anything else.
- if you have an android smart phone you would need to download one of the following apps: WhatsApp or Skype. Both are free.
- if you don't have a smart phone but you have a computer you would need to have a computer camera and download Skype on your computer so you could FaceTime your provider.

For these Telehealth visits we will call you at the number we have listed for you in our records. Telehealth appointments are expected to take an average of 15 minutes. Please be available to be contacted 30 minutes before and up to 30 minutes after your scheduled appointment as our providers may be running early or late in their appointments.

Onsite office visits will still be available for those who need it and by appointments only.

Also, in compliance with the CDC guidelines we ask you to go the nearest emergency department if you are experiencing any of the following symptoms:

- fever (99 degrees or higher), or
- chest discomfort or feeling short of breath, or
- cough

We thank you for your understanding and cooperation in these difficult times. Our Providers and answering services are available for you 24 hours a day.

Should you have any question please call us at 352-315-4111. You may also contact us by e-mail through your patient's portal.

Sincerely,

Gastroenterology and Nutrition of Central Florida