



April 24, 2020

Dear Eagle patient family,

These are trying and unprecedented times. I wanted to reach out and assure you that Eagle is still here for you. Over the past 25 years Eagle with its 350 team members have been serving this community. We have no plans to interrupt that service. It is exceedingly important at this time to manage your health and well-being!

COVID-19 is a significant concern for our community. The symptoms of COVID-19 can include fever, cough and shortness of breath. If you are experiencing any of these, we ask that you please call your Eagle primary care office. We can arrange to “see” you via Telehealth visits either, audio-visual visit, telephone visit or Eagle E-visit over the portal. If you are not portal-enabled, call us and we can set you up! Just give us a call.

Even though COVID-19 is the health concern at the forefront, it is also important to monitor chronic conditions, get medication refills, and review any new health concerns. Our providers are doing this through the remote methods mentioned above.

We have created safe office environments using the CDC criteria and will suggest you come in only if the particular condition warrants a personal visit. We are bringing no one into the office who we suspect may have COVID-19. Individuals suspected of having this illness will be given care instructions dependent on the most recent recommendations.

#### **How You Can Help**

- Comply with our recent Stay at home order for Guilford County and stay at home. Go out only for work deemed essential, grocery shopping or medical care.
- Do not gather in groups over 10 and, then, only if essential.
- Practice social distancing, staying 6 feet away from anyone else.
- Wash your hands often and don't touch your face.
- Stay Healthy™. Exercise, eat healthy and stay in touch with others “virtually”.
- Be honest and accurate when reporting symptoms. There should be no embarrassment about having symptoms. Reporting these symptoms before you come into the office is critical to protecting yourself, our healthcare workers and your community.

Our community will prevail through this pandemic but it will take acting together in a responsible fashion. We must all adhere to our public health recommendations. We at Eagle have focused on one of Robert Frost's quotes, I'd like to leave you with it as well..."The best way out is always through." Now and eventually then, when we are “through” ... Eagle is here for you and your family.

Sincerely yours,

Hal Stoneking, MD  
President of the Board of Directors  
Eagle Physicians and Associates, P.A.