

# CENTRAL MISSISSIPPI HEALTH SERVICES, INC.

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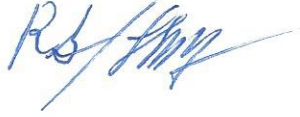
March 29, 2020

To: All CMHS Staff

Cc: Board of Directors

From: Robert Smith, MD, Executive Director

Re: Our response to the COVID-19 crisis



The COVID-19 pandemic has affected the world, the United States, Mississippi and all of us here at Central Mississippi Health Services, Inc. (CMHS). At a time when concern is being expressed by patients and staff alike, please accept my heartfelt thanks and appreciation for your dedication and continued hard work in keeping our Clinics functioning and in keeping us in position to fulfill our mission by continuing to serve our community and by adding to our more than twenty thousand encounters of 2019. I expect all of us to continue to staff our posts and all of you certainly have stepped up to the plate.

Please know that we are continuing to make every effort to comply with Centers for Disease Control and Prevention and Mississippi State Department of Health directives as we strive to provide the best and most appropriate care possible for our patients. We are proud to be the Federally Qualified Health Center of chronic disease management for elderly and disabled patients with diseases including diabetes, hypertension, kidney disease and cardiovascular problems for whom the office visit is the last stop before an emergency room visit. I can tell you that during this crisis, several of our patients, thinking we were not available, ended up in the emergency room or in other clinics. So, it is mandatory that we inform our patients that the CMHS is open and that we are following recommended guidelines in order to protect them and our staff. Our patients must be encouraged to honor their scheduled visits. In this time of crisis and continual bombardment by television, radio social media and printed media they may have concerns regarding their safety in the medical environment. In this instance they must be informed that a telehealth visit may be an alternative to a face-to-face encounter. Each provider must decide whether a face-to-face visit is necessary, and **ALL PATIENTS MUST BE CONTACTED PRIOR TO THEIR SCHEDULED VISIT**. If the face-to-face visit is felt to be essential, then the patient should be urged to come in. If the patient is reluctant to come in and the provider feels that a telehealth visit will suffice, the patient must be encouraged to complete a telehealth visit. Dr. Fraser previously provided a protocol for completion and documentation of a telehealth visit. Remember that this visit should appear in the NextGen inbox schedule and that a master bill sheet should be created.

Again, thank you for all that you do. With your dedication and loyalty, I am confident that CMHS will successfully navigate this new landscape of clinical medicine.

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