

March 17, 2020

Subject Line: Coronavirus/COVID-19 Update from Avance Care | Telehealth Visits Now Available | Get Primary Care, Behavioral Wellness & Nutrition Services from Home

As the COVID-19 (coronavirus) pandemic continues to evolve, our first priority at Avance Care is the health and safety of our patients. We are responding in a serious manner to all guidance from our public health officials recommending social distancing. Our number-one goal is to continue to care for our patients in a safe and effective manner.

We recommend all patients with mild or moderate respiratory illness stay home and contact us through a televisit, secured message or phone. We strongly discourage walk-in visits without an appointment.

If you're advised to come to the office due to respiratory symptoms, please take advantage of the face mask (just inside the door of our offices) and sanitize your hands with hand sanitizer. The face mask prevents you from spreading droplets from a cough, sneeze or runny nose. If there is any concern that you have COVID-19, we will ask you to wait in a separate area (or your personal vehicle) until it's time for your appointment.

All chairs in our waiting rooms are now separated by six feet to be consistent with the CDC's recommendation for social distancing. *If you do not have respiratory symptoms (cough, running nose, sneezing), please DO NOT take a face mask.*

Telehealth Visits Now Available to All New and Established Patients

Avance Care is [now offering telehealth to all new and established patients](#). Telehealth - using your home computer, smartphone or tablet with a camera and secure internet connection - is the preferred method to conduct a visit with your Avance Care provider.

You may now see your Avance Care provider - including primary care, behavioral wellness and nutrition providers - virtually. BlueCross BlueShield NC, Medicare, Aetna and UnitedHealthcare cover telehealth visits. Self-pay options are available. We expect other insurance companies and Medicare to make similar announcements soon.

Telehealth is appropriate to evaluate mild and most moderate illnesses, including concerns about infection with COVID-19. A telehealth visit is also appropriate to manage ongoing health conditions like high blood pressure, diabetes, and depression.

Cough, runny nose, and fever? Suspect you've been exposed to COVID-19? Please reschedule your office visit or convert to telehealth by calling your Avance Care provider directly. We are unable to accept walk-ins.

[Book your telehealth visit here](#)

**After making your appointment you'll receive a call from Avance Care to confirm that your appointment will be telehealth, rather than in-person. You'll be asked to sign a consent form prior to your visit.

What Telehealth Means for You and Your Loved Ones

You may now see your provider using your home computer, smartphone or tablet (with a camera and secure internet connection).

Here are a few health concerns that can be addressed during your telehealth/virtual visit:

- Sore throat
- Cough
- Fever
- Cold and flu symptoms
- Urinary tract infection
- Headache
- Allergies
- Rash & other minor skin conditions
- Pain in back, neck, or limbs
- Contraception
- Chronic condition follow-ups (e.g. depression, ADD, high blood pressure and diabetes)

[Get the latest updates and guidance from Avance Care's Medical Director.](#)

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