

A letter from our president

As the coronavirus (COVID-19) continues to affect our communities, our relationship with you as your primary healthcare provider becomes increasingly important.

At Village Health Partners, we believe it is our responsibility to continue to prioritize the health and safety of you, your family and our team members. We continue to make decisions that prioritize your safety and care, and we are providing the same level of care by leading with our core values:

Continuous improvement – We are in constant contact with the proper health departments and the CDC, and we are following all CDC guidelines as they evolve.

Access to care – We are expanding our telehealth options to include new patients and are working with insurance companies, including Medicare Advantage, to cover telehealth visits. While this care may look a little different, your physician can still diagnose, prescribe and counsel you during your visit. This allows us to continue to care for all of our patients, including those who are high risk.

Respect for all – We are putting these initiatives in place for the health and safety of you and our communities. We are also regularly communicating with you through social channels, email and your appointment scheduler.

Efficient and effective – We are having regular meetings with your physicians, medical assistants and other necessary team members to make sure each person is up to date on CDC and Village Health Partners safety protocols.

Share knowledge – We are sharing all important information with you, including [what to expect on your next visit](#) and what steps we're taking to prevent the spread of the coronavirus. You can find more information by following us on [social media](#).

As part of our commitment to health and safety, we follow OSHA-required protocol. During this time, we are taking the following additional steps:

- We are scheduling telehealth visits for all sick patients who experience flu-like symptoms.
- We are providing extra masks in our lobbies at each Village Health Partners location to help protect you and all patients and team members.
- Extra hand sanitizer has been placed throughout the buildings for your convenience.

As part of the Catalyst Network, we are working together with more than 800 doctors to address your concerns. The Catalyst Network has a resource page which has a [coronavirus risk assessment](#), daily updates on the total number of cases in Texas, FAQs and more. You can find this resource page [here](#).

The Catalyst Network is also providing a **free 24/7 hotline** where you can speak with a medical professional who can advise you on your risks and next steps. You can call **(214) 964-0319** at any time.

We know you are looking to us for guidance during this time, and we continue to be dedicated to providing accessible, convenient and quality care. We appreciate your caution and understanding, and look forward to working with you to continue to keep our communities safe.