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March 20, 2020

Effective Immediately

RE: Coronavirus / COVID-19

To Our Valued Patients & Healthcare Partners,

As we all find ourselves in these uncertain times with heightened concerns over current events, we want you to know we are here for you!

In order to continue providing exceptional care to our patients, while being mindful in protecting them from an increased risk to exposure, PSS is temporarily transitioning all of its primary care services into a telemedicine delivery system. By utilizing electronic communications and software, our providers will continue to serve their assigned facilities and patients. We will be able to provide clinical services without in-person visits and continue to partner with home health and hospice services for a coordinated care effort. Medicare and most insurance companies have authorized this in response to the current need for expanded delivery of healthcare.

Our FastTrack program will also continue to be available for our communities, home health and hospice partners, allowing direct access to our clinical team. PSS also continues to have an on-call provider 24/7 for after-hours needs. While we have reduced our staff presence in our offices to allow many to work from home, we continue to operate for your day-to-day needs such as prescriptions, medication refills and medical documents. We encourage and welcome anyone with questions about their health to reach out to our offices.

Please rest assured knowing that we will continue to serve you, our patients and healthcare partners, with the same level of excellence you have come to expect from Physician Senior Services. Thank you for continued trust in our care.

Sincerely,

A handwritten signature in black ink that reads "Kim Higgins" followed by a stylized flourish.

Dr. Kim Higgins, Owner

A handwritten signature in black ink that reads "BRIAN STOVER" in all caps, with a stylized flourish.

Brian Stover, CEO