



1309 Washington Avenue  
Fort Worth, Texas 76104  
Office: 817-522-1530  
Fax: 1-817-523-8667

June 23, 2020

### **Update to Company Practices**

RE: Coronavirus / COVID-19

To Our Valued Patients & Healthcare Partners,

As we continue to navigate this ever-changing landscape we have been listening and adapting to our patient and community partners' needs. Guidance also comes from CDC guidelines, as well as government at the state and local levels.

In order to continue providing exceptional care to our patients, including many community requests, we have been slowly transitioning from all telehealth services to now incorporating in-person visits. We are being mindful of protecting our patients' risk to exposure as all of our providers and medical assistants are utilizing PPE while in communities. Facilities/patients with known positive cases are not being seen in-person until deemed safe. Screening of our staff for COVID-19 IgG/IgM antibodies with rapid testing has also been setup, to monitor our own staff's status for the virus.

Physician Senior Services has been in contact with all of our community partners to ensure that we are also adhering to their own individual facility policies/procedures for entry/interactions with patients. Please contact us directly for any updates/changes.

Our FastTrack program continues to be available for our communities, home health and hospice partners, allowing direct access to our clinical team. PSS also has an on-call provider 24/7 for after-hours needs. PSS continues to have a reduced staff presence in our offices to allow work from home, however 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.

Sincerely,

A handwritten signature in black ink that reads "Kim Higgins" with a stylized flourish at the end.

Dr. Kim Higgins, Owner

A handwritten signature in black ink that reads "Brian Stover" with a stylized flourish at the end.

Brian Stover, CEO



1309 Washington Avenue  
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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