




A Message to all Addiction Medical Solutions and their affiliated clinics Patients,

We are experiencing an unprecedented time in healthcare as we all work to navigate the challenges presented by the spread of Coronavirus (COVID-19). **However, our commitment to you, our patients, remains the same – to put you and the continuation of your care first in all we do.** All of our facilities remain open at this time and will continue to be open as long as it is safe to do so for our staff and patients.

There are many terms being thrown around at this time, like “self-isolation” and “social distancing,” that can seem particularly scary to our patient community who relies on routine contact with our facilities to ensure they stay the course on their road to recovery. And our message to you is simple: Trust us! We will continue to be your partner throughout this difficult time and ensure you receive the personal and compassionate level of care you need and deserve. We may have to do it a little differently, but we will be here to provide care.

The issues presented by COVID-19 means we’re being proactive and creative in developing solutions to best meet your needs, including:

- **Please call your center with questions.** If you cannot get through, our facilities remain open, we ask for your patience if you are put on hold. We are expanding our telemedicine capabilities and using the Netalytics Engage Mobile App which was designed to allow you the patient to “Engage” with your home clinic and to increase our connection with you. 
- Utilizing telemedicine visits, we will send clear and concise information to all patients on how this can be done.
- We are working with federal, state, local agencies and insurance companies to ensure that the services we provide are covered for unusual or emergency circumstances and are well-coordinated.
- We are giving out take home medication per individual state allowances.
- Developing ways to get the most up-to-date information to you both during your visits or via other HIPAA compliant methods of communication.
- We are practicing Social Distancing for your safety. We are limiting number of patients in our facilities.

If you reside in a State that has issued a “Stay at Home Order” please use this letter in case there are questions regarding your traveling to one of our facilities. Addiction Medical Solutions and its affiliated clinics are deemed medical essential and provide life sustaining medication to our patients and have been recognized as such by the Federal Government.

In order to keep everyone in the AMS family safe and healthy, we must also ask that you contact your facility PRIOR to leaving your home to receive your medication or for your appointment if you have any of the following symptoms:

- Fever of 100.4 degrees F/38 degrees C or higher
- Cough
- Shortness of breath

Rest assured, we will assist you with rescheduling your appointments to be completed via telemedicine and continuing to ensure you receive your medication until you are well enough to return. Your complete health is of the utmost concern to us.

I know that this feels like a very uncertain time when you are fighting one of the most significant battles of your life. Please know you can continue to rely on us as we ride out the storm surrounding this virus.

Together We Succeed,

Sharel R. Rogers
Chief Executive Officer