

June 23, 2020

Dear patients,

The physicians and staff members of The Heart Center hope you and your families are doing well and staying safe. The COVID-19 pandemic has been difficult for all of us, and I am sure most of you have been touched, either directly or indirectly, by its effects. Now, as we navigate a new normal, we want to convey some important messages to you, our patients.

Please do not neglect your heart disease and risk factors during this time. As data emerges, we are learning that many cardiovascular patients have delayed care because they did not want to go to a hospital or medical office out of concern for contracting the virus. In some cases, serious conditions have gone untreated.

Please know your safety is our top priority. Our offices and testing centers are open, following safety practices and ready to accommodate you in a timely manner.

We have made many changes to our operations to minimize exposure and observe social distancing recommendations. While this is far from an exhaustive list, key points you should know are:

- Office staff and patients are always required to wear masks. A mask will be provided for you if you don't have one.
- All patients and staff are screened for fever and other signs and symptoms of COVID-19 before being allowed to enter our offices.
- Exam rooms are thoroughly cleaned between each patient visit.
- Our check-in and checkout processes have been significantly streamlined to avoid waiting in lines or sitting in a crowded waiting room. Most of these processes can now be completed over the phone and/or online.

Similarly, our offices have adapted by offering Virtual Visits. In a Virtual Visit, you can see and speak with your doctor using your computer or smartphone without having to leave the safety of your home. While this technology does have its limitations and may not be best for everyone, we feel it is an important supplemental service when appropriate.

We want you to stay safe and healthy, but that means minimizing exposure to the coronavirus while also addressing your cardiovascular needs.

It's important to take these preventive steps:

- Eat healthy and exercise.
- Get regular checkups with your doctor.
- Take necessary medications.
- Don't delay testing your doctor has recommended.

Thank you so much for trusting The Heart Center with your cardiovascular care. We are always here for you when you need us.

In health,



Ethan Gundeck, MD
Managing Partner
The Heart Center, a division of Hudson Valley Cardiovascular Practice, P.C.