Dear Patients

The COVID-19 pandemic doesn’t change our dedication to the communities we serve or our focus on you and your health.

Yet the ways that we’re caring for you are temporarily changing.

Here’s what these changes may mean for you:

• Unless your health need is urgent or emergent, you may be asked to schedule a virtual visit with your physician instead of an in-person visit. Virtual visits are face-to-face visits with your provider via your smartphone, tablet or laptop computer.
• If you are due for your annual wellness visit, that may be postponed until a later date.
• We will continue to schedule well-child checks for children under age 2 so they can stay up-to-date on their immunizations.
• Patients whose care is related to COVID-19 will be seen separately from well visits in order to keep all patients safe.
• Outreach visits may be virtual visits only.
• If you have an elective procedure that’s scheduled, it might be postponed. If so, you will be contacted by phone call or letter.
• If you have a loved one in a nursing home or hospital, we currently are allowing no visitors. There are exceptions for end-of-life, maternity, NICU and pediatric care. We encourage other ways to stay in touch such as phone calls, texts or video chats.

Avera is taking all these steps to “flatten the curve.” Together we can slow the spread of COVID-19.

Here’s what you can do:

• Stay home. Work from home if you can, avoid crowds, buy only what you need, and call your pharmacy about drug refill limits.
• Practice good hygiene: Wash your hands often, cover your cough or sneeze, and disinfect shared spaces.
• If you do get sick, isolate at home.

Symptoms of COVID-19 are fever over 100 degrees, cough and shortness of breath. If you feel you may have this virus, please call your clinic or 1-877-AT-AVERA (1-877-282-8372) first before visiting your clinic in person.

We care about you and we want to keep you safe. At the same time, we need to protect our employees and other patients, and conserve resources for critical needs such as heart attacks, accidents and severe cases of COVID-19.

Thanks for your understanding during this challenging time. We look forward to serving you in the future.

Sincerely,

The medical providers of Avera