**Portal/Website message**

Dear Patient,

As you know, the recent COVID-19 surge is putting a strain on the entire healthcare system from physician offices, to urgent care sites, to hospitals. We apologize that you may have a difficult time reaching us and wanted to share some information that may be helpful. These are unprecedented times and we ask for your patience and understanding.

**Testing** has become very complex. Below are a couple of websites that can help you find testing locations that may be convenient:

* [**Mass.gov**](https://www.mass.gov/info-details/find-a-covid-19-test)
* [**Castlight**](https://my.castlighthealth.com/corona-virus-testing-sites/)

Emergency Departments have extremely long waits right now and the waiting areas have high risk for exposure to COVID-19 as a result**; please do not go to the ER for testing, or even for mild symptoms**.

**(Our office or)** Urgent care sites are a better choice for testing and can triage you appropriately if you have symptoms. **Our office provides telehealth visits** as well as in-office visits for certain conditions, which can minimize infection risks and be more convenient for you.

This [**handout**](https://docs.google.com/document/d/1RzXt6gKWFgrrn2AlWlpdn4Xi912MbIhq/edit) **(template to be customized to your practice)** may help you to choose the best location to seek care, when you think you need the Emergency Room.

Click [**here**](https://images.magnetmail.net/images/clients/MMS_/attach/PDFJan12.pdf) for a one-page summary of what to do if you are exposed, have symptoms or test positive for COVID-19

There are some oral and IV treatment options available for outpatients who are at very high risk of severe COVID-19 if infected, but they are not widely available at this time. However, if you are infected with or recently exposed to COVID-19 and at high risk for [severe infection](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html), please call our office immediately so we can see if these treatments would be an option an option for you.

Thank you for your understanding as we all work together.

**Voicemail message**

Thank you for calling our practice. We apologize for the longer than usual wait times due to the COVID-19 surge. If you are calling about a non-urgent issue, we recommend messaging us via the patient portal or you can leave a voicemail.

If this is an emergency or life threatening issue, please call 911 or go to your closest ED.

If you are calling about COVID-19 testing, please visit [www.mass.gov/info-details/find-a-covid-19-test](http://www.mass.gov/info-details/find-a-covid-19-test) for more information on COVID-19 testing locations near you. Please do not go to the ED for routine COVID-19 testing.