

March 19, 2020

Dear Patients:

The health and well-being of our staff and patients has always been our top priority. During this **COVID-19 Pandemic**, we want you to know that we are here to address your podiatric concerns and continue to care for your foot and ankle health. For this reason, we have implemented, and request you assist us with the following:

■ **Please provide an active email address.**

This will allow us to have a rapid means to contact you with pertinent information regarding appointments and scheduling. Most email is unsecure and for this reason we ask that when you respond to, or send an email to our doctors, that you do not send details of symptoms in the email. Please leave a phone number and convenient time to talk, and your Dr will get to you as soon as possible. By providing an active email address you consent to Family Foot Care, PLLC contacting you via email.

■ **Participate in Telemed, real-time, audio-visual office visits.**

In lieu of a physical office visit, many conditions and follow-up appointments can be performed via audio visual consultation. We use **Doxy.me**, a secure HIPAA compliant, cloud-based interface for these encounters. You will need internet access and a smartphone, tablet or laptop computer. If you do not have access to this technology, chances are a child, grandchild or friend does. Please ask for their assistance. Please note, Telemed visits will be billed as office visits through your insurance. **New patients are always welcome!**

If our Dr feels your condition requires hands-on treatment, he/she will advise you appropriately, inclusive of having you come in for a physical office visit. During this emergency, Facetime, texting and other unsecure measures can be used if needed.

The following links will connect you to the virtual waiting room of your doctor. **PLEASE CALL FIRST! (518-758-1331) to schedule an appointment time prior to connecting.** If possible, you will be sent a consent form prior to your telemed visit.

Type the appropriate URL into your browser. Please note that Chrome, Firefox, Edge and Safari work best:

Dr. Relation – <https://doxy.me/drkwrelation>

Dr R email: k.relation@ffcpodiatry.com

Dr. Quimby - <https://doxy.me/drnquimby>

Dr Q email: n.quimby@ffcpodiatry.com

■ **Please call us first if you are having any foot issues.**

This will reduce additional strain to hospital emergency rooms and urgent care centers, as well as your PCP.

Please be aware, the **unhealthiest** place for anyone right now is at a hospital or urgent care facility due to the nature of this virus. We aspire to continue providing quality podiatric services to all patients in a low-risk environment. We are following all CDC guidelines to reduce the potential for transmission and will not physically treat you if you are showing any symptoms of cough or fever.

As always, all information patients provide is treated as confidential. We do not sell or share any patient information to non-medical third parties, including email and phone numbers, without your consent.

Wishing you the best during these trying times. Stay well and check on your elderly neighbors.

Warmest Regards,

Dr. Quimby, Dr. Relation, and the administration/staff of Family Foot Care. PLLC