

# Maine Medical

## PARTNERS

*A department of Maine Medical Center*

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Dear Maine Medical Partners Patients and Families,

As part of our ongoing effort to keep you informed, we are reaching out to make you aware of changes and enhancements to our clinical services specifically focused on our COVID-19 (Coronavirus) response.

As you are all very well aware, the world-wide pandemic known as COVID-19 has had a dramatic effect on many facets of our lives. One such area of impact has been the delivery of health services to our valued patients. With this challenge has come innovation and adaptation focused on ensuring that you and your family receive safe and timely care.

We would like to share some of those changes and innovations with you to create awareness and educate you to the new and different services and service opportunities we have established during this national health crisis.

- **Telehealth Services** – You recently received information from MaineHealth regarding telehealth options that will allow providers and patients to interact via telephone and video to meet your care needs. Our care team members are reviewing scheduled visits to determine which of them can be safely converted to a scheduled telephone encounter, thereby allowing patients to interact with their providers without the need for a trip to your physician's office. In addition, we are introducing video-based telehealth technologies to allow providers and patients to interact in a "face to face" fashion. These two methods of contact with our patients will help keep patients safe and provide the necessary contact we desire with you, our valued patients. Please contact your provider's office and ask if these options might be best for your situation.
- **Respiratory Assessment Centers** – In order to meet the needs of those patients who are in a course of illness with COVID-19, or for those patients who suspect that they may have contracted COVID-19, we have established two Respiratory Centers to meet medical care needs that may arise during their spell of illness. These Respiratory Assessment Centers allow us to bring this specific group of patients to specific locations where we can meet their urgent health care needs and keep our other practices dedicated to patients who are symptom free. Our adult Respiratory Assessment Center is located at the Falmouth Campus building at 5 Bucknam Road; the needs of pediatric patients are provided at our South Portland Pediatrics location at 75 John Roberts Road. When you contact your provider's office, they will help assess where you should go for your health care needs.

- **Testing Center** – We have also established a dedicated Testing Center for MMP patients, staff and others in need of COVID-19 testing. This Testing Center allows us to safely and efficiently collect COVID-19 test samples in a specially controlled environment. Once again, our goal is to keep patients with suspected COVID-19 illness separated from our well patients in other office settings.
- **Lastly**, we have made the difficult but prudent decision to temporarily delay elective and non-urgent visits and procedures. We are working closely with Maine Medical Center to determine the duration of this hold and will keep you regularly informed as plans change.

Our Providers and Care Team members are working hard to meet your needs and the needs of the communities we serve. Our commitment to you and your family is unchanged and we value the opportunity to care for you during this very challenging time. We will provide you with regular updates to ensure that you are kept very up to date and aware of the many ways we are working to manage your health and keep you safe.

Sincerely,



Joel Botler, MD  
President, Maine Medical Partners  
Chief Medical Officer, Maine Medical Center



Ken Lombard, MD  
Chief Medical Officer, Maine Medical  
Partners