



Michael J. Strachan, MD
Rheumatology

E. Jody Crognale, MD
Internal Medicine

Mihail Moroianu, MD
Rheumatology

Tammy R. Spring, MD
Rheumatology

Helen S. Lamberta, NP
Rheumatology

Laura E. Joyner, MSHA, CMPE
Administrator

May 8, 2020

Dear Patients,

We continue to make changes in light of the ongoing Pandemic. We appreciate the trust you place in Premier HealthCare Associates and want to share with you an update on how we are continuing to address the coronavirus (COVID-19) situation.

Attached to this letter is a flyer outlining a new process that will begin for appointments scheduled on and after Monday, May 11th. We are asking that you use the Pre-mobile check in process explained in the flyer, as well as then notifying us upon your arrival and remaining in your car to wait, until the physician, laboratory, or Infusion Center is ready for your appointment. This will alleviate any long waits and help to cut down on the number of people in our facility at any one time.

We are asking all patients who come to our office, **to wear a mask**. We will be doing an evaluation of your health, temperature and any travel upon your arrival to the office, prior to your admittance into the wait area.

The physicians continue to prefer telemedicine appointments during COVID-19. We are encouraging all patients who do not HAVE to physically come into the office, to schedule your appointment as a telemedicine appointment, if at all possible! Please contact our office at: (804) 288- 7901, if would like to schedule or reschedule a previous appointment as a telemedicine appointment.

During this epidemic, our highest priority is to keep all of our patients and staff as safe as possible.

We also ask, that if you have tested positive for COVID-19, that you notify our office so that we can update your medical records.

Thank you for your continued trust and loyalty as we work together to fight this virus.

Sincerely,

Premier HealthCare Associates, Inc.

7702 E. Parham Road, Suite 101
Richmond, Virginia 23294-4366
(804) 288-7901
FAX (804) 273-9167

www.premierhealthcare-va.com

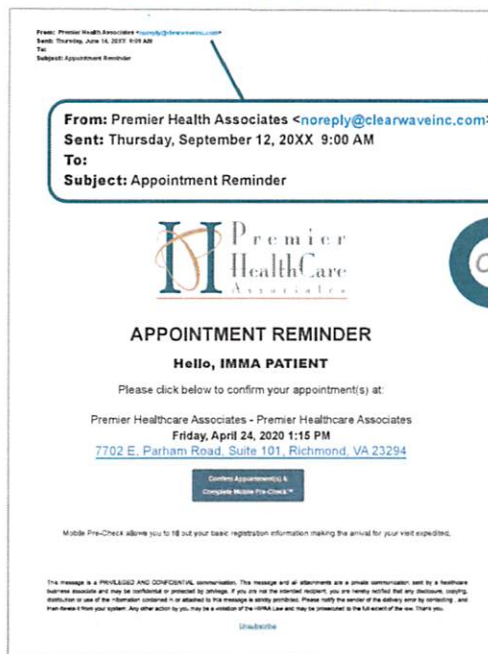
STEP 1: CHOOSE

We know your time is very valuable!

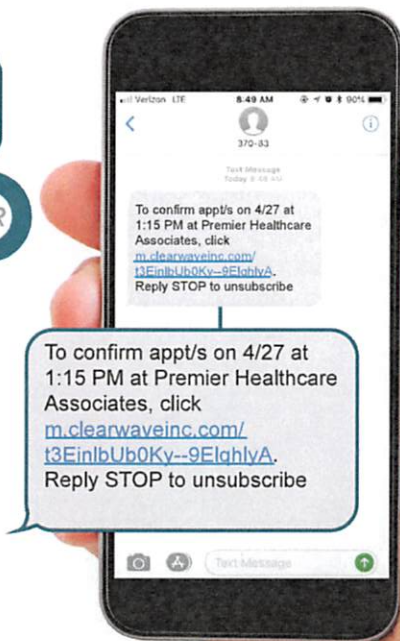
Take advantage of our Mobile Pre-Check™.

2 days before your appointment you will receive an email and a text. Please choose one of the following options to confirm your appointment and complete Mobile Pre-Check™.

Email for Mobile Pre-Check™



Text Message for Mobile Pre-Check™

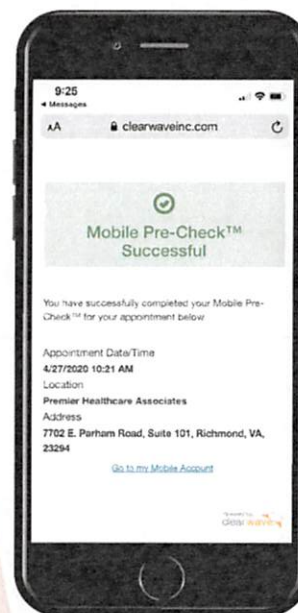


OR

STEP 2: CONFIRM

Please make sure to complete all fields during Pre-Check. Once you have completed Mobile Pre-Check™, you will receive an additional text message with day of appointment instructions.

Mobile Pre-Check™ Successful



STEP 3: UPON ARRIVAL

STAY IN YOUR VEHICLE

Once you have arrived to the office, call 804-288-7901 & select Option 1.

You will receive an additional text letting you know when you can come inside for your appointment.

DO NOT USE KIOSK AT THIS TIME

