

To our patients:

At CARMAhealth we are just as concerned about COVID-19 (coronavirus) as we're sure you are. Our physicians and staff are monitoring trusted news sources - primarily the Centers for Disease Control and Prevention (at <https://www.cdc.gov/coronavirus/2019-ncov/summary.html>), the Texas Department of State Health Services (at <https://www.dshs.state.tx.us/coronavirus/>), and the City of Austin (<http://www.austintexas.gov/COVID19>) - for the most current news. We encourage you to use those same resources to stay informed.

We are recommending the same precautions as these two entities - wash your hands, maintain "social distancing" of 6 feet between yourself and others whenever possible, and if you suspect that you are sick STAY HOME! While COVID-19 has a similar presentation to the flu, the primary differences are its much higher rates of transmission and the symptom of *dyspnea*, or shortness of breath and difficulty breathing. If you have a fever (greater than 100.5 degrees for over 24 hours) AND shortness of breath, then you should seek medical attention at a hospital. If you have a fever and a COUGH only, then you should self-quarantine until your fever has resolved (gone away) for at least 48 hours. If you are sneezing with runny eyes and nose but NO SHORTNESS OF BREATH you may have allergies. If you have a fever with sore throat, headaches, muscle aches and fatigue but NO SHORTNESS OF BREATH you may have the flu.

As we move forward, it is possible that we may need to limit on-site visits to specific cases. Since day 1, CARMAhealth has been committed to expanding access to care, primarily by using telehealth media. As events develop, we'll be sure to let you know which visits will require an in-office visit and which will require a telehealth visit.

If you have not done so already, we urge you to be proactive by enrolling in our patient portal, getting yourself web-enabled, and downloading the Healow app so that you may engage in telehealth services and requests for appointments and medication refills. Instructions for telehealth and patient portal are found on our homepage at <https://carmahealth.com>. We've also attached instructions to this email with screenshots to ease the process. You can always call us at 512-212-4670 for help.

Now is a good time to offer some practical tips as well:

- 1) If you are insufflating ("snorting") any substances, be sure to use a clean device and DO NOT SHARE! Dollar bills are notoriously dirty. You should also ensure that any surfaces have been sanitized before placing any substances on them.
- 2) If you are smoking any substances, be sure to use your own pen, pipe, cigarette, vaporizer, tube, or other device. Don't pass and share; everyone gets their own. Anything that you put in your mouth should be sanitized before doing so.
- 3) If you are injecting any substances you should ALWAYS use your own equipment. From syringe to spoon, your tools should be yours and yours alone and as sterile as you can make them.
- 4) If you are using opioids you should ALWAYS use with company in the room. Don't use at the same time, look out for each other, and have Narcan available if you are using opioids. Try to

maintain that 6 foot distancing, but remember that the mortality rate of COVID-19 is much lower than that of opioid overdose. Be smart if you're going to use.

5) If you don't have Narcan, walk right up to your pharmacist and ask for it. They can't say no.

6) If you are using ANY substances and want to stop, you should call us today. We won't judge, but we will help.

Remember - everyone is affected by COVID-19. If you hoard the hand sanitizer, your neighbor may not have any and the disease will spread. We're in this together.

Thanks for being with us, we're proud to be with you. These are trying times, let's help each other be safe and healthy.

In good health,

Carlos Tirado, MD
Chief Medical Officer

Steven Powell, MD
Texas Medical Director

David Kramer, MD
Florida Medical Director

Alan Schwartz, MD

David Walsh, APRN
Chief Operations Officer