

To our Valued Patients:



We apologize for the extended delays and inconveniences when calling PriMED Physicians, and we thank you for your patience.

Improving the phone service is a top priority:

- Due to COVID, the volume of calls and the length of each call have increased.
- We are working to increase the phone system's capacity. Unfortunately, some new technologies are delayed until the pandemic is less straining.
- Like many healthcare organizations, we have staffing shortages due to associates quarantining and other pandemic-related absences.

We are grateful for **our many team members who continue deliver exception service** during the pandemic. We are currently onboarding and training additional associates to aid the situation.

If you're registered for FollowMyHealth, you can reach your healthcare team electronically, through PriMED's secure patient portal.

Thank you.