

Dear Patients and Parents:

Although we are pleased to offer a new home for your primary care, we understand you may be disappointed in services you've received over the past few months.

Our vision for the new location was to improve your visit, making it more convenient, with newer technologies. Unfortunately, we have not been able to offer many of these improvements, in large part due to demands of the pandemic. The urgency of safeguarding patients and staff during COVID-19 superseded the innovations for the new office.

Please know the physicians and staff are committed to providing you with exceptional medical care. Every day, we are improving our level of service:

- Reducing wait times when calling the office.
- Adding conveniences, such as reserved parking closer to entrance for sick patients.
- Like most healthcare organizations, we are addressing staffing shortages. We are adding new associates, who will soon become familiar members of your care team.

As our community experiences the next round of COVID, the Centerville office, along with all the PriMED locations, are here to provide the care you need. Thank you for trusting us for your/your child's primary care.

