



We are only and always about the patient. We promise to always fight for their greatest good.

Dear Proactive MD Patients – As you know, COVID-19, the disease caused by SARS-CoV-2 (commonly known as “Coronavirus”), has arrived in the United States. We understand that you may feel fear or confusion as you sort through conflicting information and try to determine the best way to keep yourself and your family safe. During this time of uncertainty, we want you to know that you are not left to navigate this situation on your own. As a Proactive MD patient, you have a personal healthcare partner who is fully prepared to guide you through this and any other medical concern with compassion, expertise, and trust. You are only and always our priority, and we are working tirelessly to protect, educate, and support you and your family should COVID-19 arrive in our community.

While we are taking COVID-19 very seriously, we want to assure you that there is no reason to panic. The CDC is emphasizing that the risk to the American public is low. All data indicates that the risk of exposure remains low, and most infected patients recover with only mild symptoms. The healthcare community has successfully contained similar pathogens in the past, and our colleagues in local communities know what to do if an outbreak occurs.

Proactive MD Preparations

Proactive MD has now formed a COVID-19 Task Force to prepare for a potential local outbreak. The Task Force is actively monitoring the latest data from all emerging sources – regional, federal, and international. We are also proactively preparing for potential cases, securing our supply chains, updating our clinical protocols with the emerging COVID-19 data, and preparing our clinicians for a potential outbreak.

As part of our preparations, Proactive MD recently participated in a health emergency preparedness simulation and our clinicians completed a W.H.O. Exercise focused on managing potential Coronavirus patients.

Our Task Force is now staffing a COVID-19 Hotline where patients and employers can ask questions and be screened. **If you or a family member is exhibiting respiratory symptoms, or if you suspect a possible exposure to COVID-19, please call 1-844-784-2900 right away.**

In the meantime, please refer to our COVID-19 information page to learn how you can protect yourself, your family, and your colleagues: <https://www.proactive-md.com/coronavirus>.

We are committed to serving as your reliable source of information regarding COVID-19 and walking alongside you should an outbreak occur in our community. You are not alone in this or any other healthcare concern. Thank you for trusting us to be your partners in health and care.

With gratitude,



John Collier, MBA, MHA
Chief Executive Officer



Kayur V. Patel, MD
Chief Medical Officer

