



Dear patients and family caregivers

I'm writing to reassure you that DMHC is actively monitoring and totally “on top of” the unprecedented Coronavirus situation as it relates to the care of our patients and their family caregivers.

The advantages of caring for patients at home – the practice model DMHC pioneered – are now more apparent than ever. Under current circumstances, there is nothing more important for frail elders than having primary care clinicians and the healthcare professionals who support them, continue providing care in their home. It is imperative to actively manage our patient’s multiple medical problems, while keeping them out of crowded waiting rooms full of sick people.

DMHC completely supports the social isolation measures now in effect throughout the country; however, **medical personnel must be able to continue caring for their patients** – to the extent possible and prudent. The risk to our patients from declines in their chronic medical problems is much greater than their risk of contracting the novel Coronavirus.

DMHC clinicians are extensively trained in infection control and treatment. In addition to monitoring and caring for their patients, our clinicians are also monitoring their own health and the health of all those around them, so they do not spread the virus, even unwittingly. Moreover, if any of our clinicians becomes ill and unable to see patients, DMHC has a “deep bench” of practitioners who can pick up the slack and maintain continuity of care, no matter what.

Meanwhile, if you or your loved one shows symptoms of a respiratory illness, please talk to the patient’s clinician about the most appropriate management strategy. We will do everything we can to evaluate and treat patients without the need for an in-person visit, and to avoid them having to leave home for care – unless they need the support of services available only in the acute care hospital.

Under the circumstances, the benefits of frail elderly patients receiving care in their own environment cannot be overstated. Please work with us to ensure continuity of care for those who are the most vulnerable among us.

I welcome any questions or feedback: staavoni@doctorsmakinghousecalls.com

Shohreh Taavoni, MD

President and Chief Medical Officer



2511 Old Cornwallis Road, Suite 200, Durham, NC 27713

PHONE: 844.932.5700 | FAX: 919.933.6881 | www.doctorsmakinghousecalls.com