



To our patients,

Metro Center HealthCare Group is aware of the concerns surrounding COVID-19 (coronavirus), and we are taking precautions to ensure the health and safety of our community, patients and staff. During this time, we are continuing our primary care services.

To reduce the risk of potential exposure to COVID-19 for our patients and staff, we are limiting patient time in our waiting area, practicing social distancing and using appropriate and adequate means of hand sanitizing. If you have any respiratory flu or cold symptoms with fever of 104 degrees or higher, please do not walk into the office. Instead, please call the office to be directed to the most appropriate location for your care.

To best care for you during this time and in response to increased call volume, we are now offering telehealth appointments via phone or video conferencing. Please see page two of this document for instructions. Standard fees apply to telehealth visits, though many insurance companies are waiving co-pays during this time of national emergency. To schedule an appointment and receive care from the comfort of your home, please call 615-257-9981 and select option 3.

We thank you for being our patient, and we look forward to continuing to provide you with quality, compassionate and holistic primary care. For our patients, we recommend following the Centers for Disease Control's (CDC) guidelines and hygiene practices. To find out more about COVID-19 and review recommended guidelines, please [visit the CDC website](#).

Sincerely,
Metro Center HealthCare Group

For more information, please visit MetroCenterHealth.com



How to check in for your video visit

1 Use a computer or device with camera/microphone



PC and Mac
Chrome | Firefox | Safari



Android
Chrome



iOS
Safari

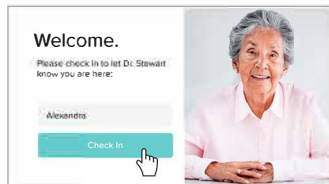
2 Enter <https://mchhealth.doxy.me/> into your web browser



3 Allow your browser to use your webcam and microphone




4 Type in your name and click check in



- ✓ Secure
- ✓ No software to download
- ✓ HIPAA compliant
- ✓ No registration needed

5 Your care provider will start your visit

Call Tips

- Make sure you have a good internet connection
- Restart your device before the visit
- Test your camera and mic from the waiting room
- Need help? Send us a message  <https://doxy.me>