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Dear valued patient,

We hope this letter finds you and your family in good health. Our community has been through a lot over the last year due to the ongoing COVID-19 pandemic. While many things have changed, one thing has remained the same: our commitment to your safety and medical care.

We thank you for your flexibility during this pandemic with following our COVID safety precautions and adjusting your schedules to facilitate proper social distancing measures in our offices. We acknowledge that we had hoped that a return to schools this Fall would manifest in a reciprocal return of staff to the workplace; sadly, that has not been the case.

Since COVID-19 began, we have lost many of our support staff due to need to care for family members (often children) in the homes. Many of those support staff have chosen to not return to the workplace due to various reasons. To that end, we are currently operating back to and often above our pre-COVID capacity, without the support of our ancillary staff who are the engines that keep us running so efficiently.

We are making significant strides daily in hiring and training new staff to fill the vital roles of our departed staff. In the meantime, you may notice (or have noticed) longer wait times on the phones, delay in return of MyChart messages and even longer wait times in the offices. In order to help us navigate through this transition, here are some important things to note:

- **Our busiest call times are on Mondays and Fridays. If you are unable to reach us quickly during these hours for a non-urgent issue, please try mid-week.**
- **Prescription refills, MyChart messages and questions to our nurse line may be delayed temporarily. We are actively trying to remedy these delays as quickly as possible.**
- **For the health and safety of our patients and staff, we ask that you wear a surgical mask during your office visit. If you do not have a surgical mask, we are happy to provide one.**

We are very happy that you have chosen Luminis Health Annapolis OB-GYN for your obstetrical and/or gynecological needs. We will continue to strive to provide you with the excellent care that you have come to expect from our practice. We ask your continued patience, kindness and understanding as we try to navigate this unprecedented pandemic. Thank you for being our patient. We value your trust and loyalty and look forward to seeing you again soon.

Sincerely,

Your Care Team at Luminis Health Annapolis OB-GYN Providers and Staff