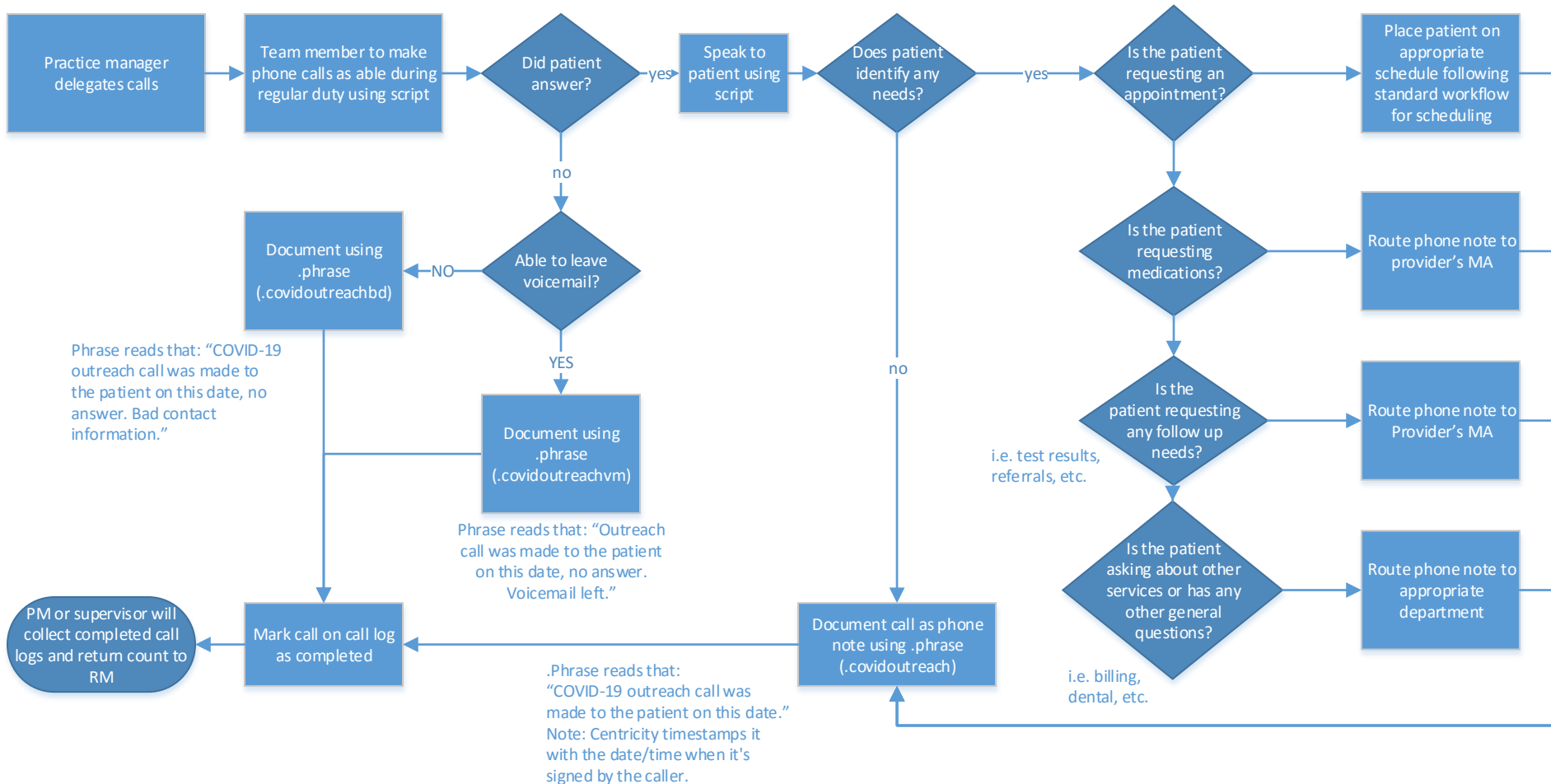


Advance Community Health 10,000 Patient Calls Outreach Process Map Workflow

Updated 05/04/2020 (version 3)



Adult Patients:

Hello. I work with (provider name) at Advance Community Health. We are checking in with all our patients to make sure you have everything you need. We do not want anyone delaying care during the stay at home orders. We have created different ways to provide care including telehealth and curbside services. We are also still able to do some things in person, like labs and injections, so that we can help you stay healthy. If you have any needs or concerns please call 919-833-3111

Pediatric Patients:

Hello. I work with (provider name) at Advance Community Health. We are checking in with all our families to make sure you have everything your child needs. We do not want anyone delaying care because of the stay at home guidelines. We have created different ways to provide care including telehealth and curbside services. We are also still able to do some things in person, like vaccines, so that your child can stay on schedule. If you have any needs or concerns, please call 919-833-3111