



general physician pc  
**neurosurgery**  
gppconline.com

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**gppconline.com**

Dear [Patient's Name],

As we fight the COVID-19 pandemic, we want to reassure you that your General Physician, PC neurosurgery office **remains open** and ready to meet your healthcare needs. We were here to care for you before COVID-19, we are here to care for you now during this crisis, and we will be here after COVID-19 is contained.

Since the beginning of the COVID-19 outbreak, our office has implemented enhanced safety procedures to minimize the risk of infection and ensure we continue delivering the highest quality of care possible. We will continue to take every precaution possible to keep our patients, staff and by extension, our community, safe and healthy.

**If you have a scheduled appointment, these safety measures are in place:**

- If you feel you have any symptoms of COVID-19, please **DO NOT** come to any doctor's office or hospital. Call our **COVID-19 hotline at 716-599-GPPC (4772)**, and our team of providers will advise you how to proceed.
- When you come to our office for an appointment, you will be required to have your temperature taken and answer a few basic questions before you enter our office. This ensures that no one with a fever (a primary symptom of COVID-19) is allowed inside. This also includes all staff and providers. You can rest assured knowing that we are screening **every person** to make sure you are safe.
- To minimize the risk of exposure, only patients with an appointment will be allowed to enter the office. No family or friends will be allowed in unless the person is assisting a patient as their caregiver.
- If you are uncomfortable coming into our office for an appointment, please see below for the alternative options we now offer.
- We also ask that you please read all signage and adhere to these policies as well as any directions given by our providers and staff – this is for your health and safety as well as that of our staff.

**RESCHEDULED SURGERIES**

With the current regulations postponing all elective surgeries, we know many of you are wondering when your procedure will take place. While we don't anticipate elective surgeries resuming until sometime in May, at the earliest, please rest assured that someone from our office will contact you as soon as we are able to begin rescheduling procedures.

In the meantime, if you would like to see if an injection to aid in pain relief might be appropriate for you while you are waiting, please call our office and we would be happy to discuss that option with you.

**COVID-19 HOTLINE CALL CENTER**

This number is for patients who are experiencing COVID-19 symptoms. **Please call 716-599-GPPC (4772)** and you will be directed through a series of prompts that will lead you to an initial COVID-19 screening.

**OFFICE VISITS FROM THE COMFORT OF YOUR OWN HOME**

**Video Visits:** We are excited to offer our current patients **Video Visits**. Rather than coming to our office, you can remain in the comfort of your home and still receive a consultation/appointment with your provider.

To participate you will need to have a valid email address and a computer or device with a camera (mobile phone, iPad, tablet, etc.). Simply call our office and we can get you scheduled. Many of the insurance companies are covering video visits like they would regular in-office appointments.

**Please Note:** Video Visits may not be appropriate in every situation. To see if it is a good option for you, please call our office and speak to a patient services representative.

### **OTHER OPTIONS FOR DELIVERING CARE TO YOU**

**eVisits:** An eVisit is a virtual visit. You will need to be on the General Physician, PC patient portal to use this method. If you are not enrolled on the patient portal and would like to have an eVisit, please contact our office for assistance.

**Telephone Visits:** Available for those without video capabilities. Please contact our office for assistance.

**Please Note:** Copays and deductibles remain applicable as per your insurance guidelines. Please contact your insurance carrier if you have any questions regarding these types of visits.

### **PATIENT PORTAL**

The General Physician, PC Patient Portal is an excellent way to stay connected remotely with Dr. Suddaby. In addition to being able to access test results and request appointments, you can send a message to your provider. You will also receive information on COVID-19 as well as other important medical news.

You can learn more about the Patient Portal by visiting [www.gppconline.com](http://www.gppconline.com) or simply call our office and we can help get you started.

### **COVID-19 RESOURCES**

Please visit the COVID-19 information page on our website at [www.gppconline.com](http://www.gppconline.com) for the latest information and resources.

Most importantly, please follow ALL the guidelines set forth by the Centers for Disease Control and Prevention. You will find a link to the CDC guidelines on our COVID-19 page. Containing the spread of this pandemic will require ALL of us to work together to practice social distancing and proper health, safety and hygiene habits.

### **ONLINE BILL PAY**

We appreciate you keeping your account current. Please note that all bills can be paid through our secure online bill pay system from the safety and comfort of your home. You will find the bill pay button at the top of the homepage on our website at [www.gppconline.com](http://www.gppconline.com)

Dr. Suddaby and his support staff are working extremely hard to stay on top of this rapidly changing pandemic. You can have confidence knowing that when you come to your appointment, you will be safe and cared for by a team that is armed with the latest information to protect you.

Thank you for doing your part to keep yourself, your family, and our community safe and healthy, and thank you for trusting the providers and staff at General Physician, PC with your care.

Sincerely,



Richard Charles, MD  
Chief Medical Officer