



April 1, 2020

Keeping You Safe During the COVID-19 Pandemic

Dear Patients and Families,

At the Best Centre, our services have always stemmed from our mission, to keep our patients healthy until a cure is found. This is particularly significant now, as we respond to the ever-evolving world-wide COVID-19 pandemic situation. We will continue to provide [updates via our website](#). Please bookmark this page [Best Centre COVID-19 Updates](#).

We want to assure you that we remain committed to our patients and families. We have been working hard to put new processes in place that will allow us to maintain our services. To keep our patients, families, staff and community safe while enforcing social distancing guidelines; all patient appointments will be offered remotely. **If you have an appointment booked between now and MAY 1st, 2020, you will hear from us regarding the options for virtual care.**

We may ask that you refer to resources and education material available on our website. If you have not already signed up for access to our patient portal, please do so via this link, [Request access to website patient portal](#)

As per the previous updates, we are strictly adhering to social distancing guidelines with our patients, families, staff, volunteers and physicians;

- The centre is closed to patients and visitors. If you need to drop off a form, do so at the side door of the house behind the glass door.
- If you have an appointment booked at the Best Centre in the next 2 weeks, **DO NOT COME IN.**
- We will contact you via phone or email before your scheduled appointment. (Please check your junk folder as well).
- The staff is working remotely and managing their own schedules, please check your email frequently for communication from them.
- Our pager program is intact – please use for URGENT issues only.
- Please learn how to upload your devices- instructions are available on our website.



How to communicate with your educator?

1. All staff are working remotely. Please be sure to answer “caller ID blocked” calls.
2. The preferred and most effective way to communicate with an educator is via email. They will reach out to you if you have a scheduled appointment. Check your inbox and junk mail regularly.
3. If your email has changed or you have general questions, send email to bestdiabetes@charleshbest.com.

Please feel free to reach out to me directly if you have any questions.

Best in health,

Lorrie Hagen, RD, MHSc, CHE
Executive Director
lorrie@charleshbest.com