



It's who we are. It's what we do.

March 16, 2020

Dear Valued Friend Health Patient:

Cottage Grove

(Administrative Office)
800 East 55th Street
Chicago, Illinois 60615
773-702-0660

Ashland

4802 South Ashland
Chicago, Illinois 60609
773-376-9400

Beethoven

25 West 47th Street
Chicago, Illinois 60609
773-702-0660

Burnham

6134 South Cottage
Grove Chicago, Illinois
60637 773-702-0660

Pulaski

5635 South Pulaski
Chicago, Illinois 60629
773-585-3900

Western

5843 South Western
Chicago, Illinois 60636
773-434-8600

Woodlawn

1522 East 63rd Street
Chicago, Illinois 60637
773-702-0660

With the increased concerns you may have due to the spread of the Novel Coronavirus (COVID-19), Friend Health wants you to know that the safety of our Patients and Care Team is our highest priority. We want you to feel confident that we have created a very safe environment for you to receive high quality health care.

For more than two decades, Friend Health has prided ourselves with the strict implementation of cleanliness and protection standards for our patients and staff against health risks (eg H1N1, SARS, HIV/AIDS, etc). We continue to follow the guidelines set by the CDC for equipment sterilization, surface disinfectants, and protective coverings.

As a patient, we request your patience as there may be some slight adjustments to our standard procedures during this period. Friend Health has put these measures in place to avoid your potential exposure to the COVID-19 and to also keep our other Patients and Care Team safe.

When making an appointment, our Patient Support Team will ask questions about your recent travel, and/or potential exposure to COVID-19. This will help Friend Health better prepare to best serve your needs. Likewise, spaces between seats in waiting rooms may be adjusted to promote CDC recommended Social Distancing. We can also provide you the service of texting, if you would prefer to wait in your car.

Friend Health maintains a safe health environment because of our focused attention on infection control. We appreciate you choosing Friend Health as your health home for medical, dental, and behavioral health services. We will continue to provide updates as they become available. In the meantime, should you have any questions, please don't hesitate to contact us at 773-702-0660. You can also find more COVID-19 information on our website, www.friendhealth.org or at:

CDC: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

CDPH : <https://www.chicago.gov/city/en/sites/covid-19/home.html>

With Kind Regards,

A handwritten signature in black ink, appearing to read 'Yerneda Bachus', written over a white background.

Yerneda Bachus
Chief Executive Officer