



Daniel Arnold, MD; Anne Marie Kelly, MD
Andrea Lyonnais, PA-C; Heather Malcomson, ANP-BC; Kelley Murphy, ANP-BC
Rebecca Saunders, FNP-BC; Giuliana Cuccinielo, ANP-BC
89 Lewis Bay Road, Unit 4, Hyannis, MA 02601
Phone 508-418-6600; Fax 508-796-2177
www.primarycareofcapecod.com

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Dear Patients,

Happy New Year! As you know, the COVID-19 pandemic continues to affect just about every aspect of society. We very much appreciate your support of our independent practice while we all navigate through the web of infected staff and patients, ill family members, televisits, social distancing, swabs, masks, supply shortages – the list could go on forever. We strongly recommend ongoing use of masks, social distancing, and avoidance of gatherings while we get through this current surge. Please continue to stay safe, and know that we are working hard to support you.

Here are some practice updates, which you might find useful:

COVID-19 VACCINES

- We strongly encourage you to receive a COVID-19 vaccine whenever it becomes available. Dr. Kelly and Dr. Arnold have received both doses of the Pfizer vaccine as part of our role on the Cape Cod Hospital COVID Surge Team. Most of our staff received their first doses last week through CCH as well. We are eagerly awaiting updates from the state about when/how/where patients will receive the vaccine. Our office has been identified as a site for vaccine administration, but we will not have any access to the vaccine until February at the earliest. We will be following the guidelines from the state regarding timing of administration. You will be notified by text/email/phone as soon as we know more details. Your patience is appreciated – we want to vaccinate as many patients as we can, as soon as we can. Please monitor our website, or www.mass.gov/info-details/massachusetts-covid-19-vaccine-information for more details.

COVID-19 TESTING

- We continue to test for COVID-19 in our parking lot using a rapid antigen test. Please call the office if you have any potential symptoms or concerning exposures.

TELEVISITS VS IN OFFICE VISITS

- All insurance companies are covering virtual visits. While COVID-19 is still surging, we encourage using televisits if possible – even for Annual Wellness Visits. Yes, we are seeing patients in the office if they need to be seen face to face, and we're using full PPE to protect

you and us. While televisits are not always ideal, we do appreciate your understanding and support – you're helping to keep us in business!

PCCC LAB SERVICES

- As you may know, we opened our on-site lab in January, 2020. We are running numerous common blood and urine tests right onsite, and can also send tests out to Quest if needed. With curbside check-in, most patients are in and out in less than 5 minutes – making the blood draw experience as safe as possible. We very much appreciate the support if you choose our lab services – you will see the return on your investment with improved services!

NEW TEAM MEMBERS

- Sue Frageau joined us in the lab in January. Taylor Dixon joined our wonderful nursing crew in July. We recruited Giuliana Cuccinielo, our new PA from New Jersey, in September, and Patty Pepe, our new Billing Specialist, joined us in November. They are all Rock Stars who are dedicated to helping you.

INSURANCE CHANGES AND PAYMENTS

- We appreciate your patience in this new age of COVID and Televisits. Payment guidelines seem to change frequently, and every insurance company does things differently. We are in the process of streamlining the methods of paying copays and balances. Anticipate news regarding touchless payments on the portal and our website coming soon. Again: we appreciate your support.

Please keep an eye on the website for updates, and call if you need our help. Be safe, be patient, and join me in taking a deep breath while we all hope for a healthy 2021!

Wishing you well,



Dan Arnold and your Primary Care of Cape Cod Team