



March 21, 2020

Dear Community,

We are facing an unprecedented health issue in our own community and our nation as a whole. This event must be met with strong resolve and decisive action if we are to successfully minimize the health risks and impact to our community.

On Friday, March 20, 2020, I announced to all staff and providers of Memorial Healthcare that only staff who were identified as essential to current operations would be expected to report for work on Monday, March 23, 2020. Staff who are being asked to report include only those providing direct clinic care or those directly supporting clinic care operations. This suspension of services includes all practice locations not necessary for essential services. All service locations are being encouraged to provide services through the use of telemedicine means whenever possible in order to continue to serve our patients. These restrictions also include all construction and contracted work being performed at any Memorial Healthcare location with the only exceptions being given to those services necessary to ensure all required operations remain fully operational.

Given the nature of this emergency, it is critical that we all do our part in helping to minimize any unnecessary stress we place on our community safety net of healthcare services. That being the case, I would like all Shiawassee County residents, and those in any Memorial Healthcare service area, to consider limiting your contacts and travel outside of your home only for essential needs and services. While this "shelter in place" order has not been given by State of Michigan officials, it is now being given in several states facing similar challenges. Please consider this recommendation as the best way to help all of us in the healthcare arena better cope with the increased volume of care we are facing and to help reduce the spread of this challenging disease.

Please know that Memorial Healthcare is doing everything we can to protect and care for all of the communities we serve. If you, or someone you know, needs medical care, we will be here to do everything we can to assist and help you through these challenging times.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Long", written over a light blue horizontal line.

Brian L. Long, FACHE
President/CEO
Memorial Healthcare

A handwritten signature in black ink, appearing to read "Gregory Bontrager", written over a light blue horizontal line.

Gregory Bontrager
Chairman
Memorial Healthcare Board of Trustees