



**NORTH CYPRESS**  
Internal Medicine and Wellness  
*Live healthy, live well.*



## **New, Easy-to-Use Telemedicine Option** now available at North Cypress Internal Medicine & Wellness

Dear Patients:

We are pleased to offer a new, exceptionally user-friendly telemedicine option which provides a wonderful way to connect with each other during this challenging time. As we all learn to cope with the current need to shelter at home and practice social distancing, telemedicine visits will prove to be a very convenient alternative to in-office appointments for check-ins, prescription refills and other routine matters, as well as your acute needs.

The platform, called Doxy.me, is accessed through a simple link sent to your smart phone before our virtual visit. No passwords or complicated log-ins are required.

For **Dr. Serna**: <https://specialdocs.doxy.me/drserna>

For **Dr. Englund**: <https://doxy.me/drkenglund>

We encourage you to **try the links above prior to your appointment time** to confirm your browser is compatible and you are able to log in (use the "Pre-call Test" button to ensure your camera and microphone are enabled). We believe you'll find it surprisingly easy and an ideal way to stay safe at home while consulting with us. If you'd like to learn more, [click here](#) to watch a short video about getting started with Doxy.me.

While we can handle many issues via telemedicine, please note that symptoms such as chest or abdominal pain may require a physical exam. If after your Televisit we determine an in-person office visit is needed, **we will** make the necessary arrangements to protect you, our patients and our staff. If you are experiencing symptoms associated with COVID-19, please use this [self-assessment screening tool](#) developed by the Texas Health Department to see if you are at higher risk for the virus.

Please be aware that these visits will be billed through Medicare and commercial insurance, as applicable. During the COVID-19 crisis, Medicare and many commercial insurance companies are covering these visits, subject to normal co-pay, deductible or co-insurance arrangements. You may want to check with your commercial insurance provider for information on your specific plan.

As always, you can reach us any time by patient portal, text, email, or phone.

Stay safe and well,  
Dr. Dorothy Serna and Dr. Kelly Englund

## COACHING CORNER

Although the sun is shining and flowers are blooming, we recognize the sad and stressful situation developing globally. It can be especially challenging to stay well when our routines are disrupted and we are anxious for our friends and families. However, it is more important than ever to prioritize your health, and remain positive. Here are some tips to help you **stay well**:

1. Stay smart. Follow guidance from the [CDC](#).
2. Stay in your routine. As much as possible, keep the structure you have established for your day.
3. Stay connected. Reach out to family and friends via Skype and FaceTime.
5. Stay physically active. Many services are offering free at-home workouts or extended free trials. Or check out a [virtual yoga class](#).
6. Stay nourished. Eat lots of fruits & vegetables, drink water, and don't skip meals.
7. Stay calm. Actively seek out ways to recognize, observe, accept and release your anxiety. Try a meditation app. Make a list of the things you can and cannot control.
8. Stay rested. Keep getting plenty of sleep. If possible, take a nap in the middle of the day to refresh yourself.
9. Stay current with the news but don't obsess. Check in once a day with trusted sources as seen on our [website newsfeed](#) and then let it go!
10. Stay with your wellness team. This may not seem like a good time for coaching, but make your health is your priority by following these steps and connecting with one of our coaches.

Sarah, Jamie and the Wellness Coaching Team

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**Live Healthy, Live Well.**  
**Dorothy C. Serna, MD, CWP, FACP**  
**Kelly Englund, MD**