

## Important Updates for our Patients 8.25.20

Dear Patients:

We want to share a few important updates from our office aimed at keeping you safe and well this fall, and a fresh perspective on how to thrive through COVID-19.

### Virtual and in-office visits

In light of the ongoing COVID-19 pandemic, we are still strongly encouraging virtual visits, especially for our older patients as well as patients of any age with multiple chronic conditions. Next month we have begun to set aside time for in-person visits. To keep everyone safe, all in-person visits require a pre-screening for COVID-19 symptoms. Please continue to always call our office first to discuss your concerns and arrange an appointment...please don't drop in. Starting in September we will have designated time slots for in-person care that ensure a no-waiting-room experience. As we adapt to what seems like the new normal in clinic, certain portions of each clinic day will be for Telemedicine and others will be reserved for in-person care. When you do visit us, be assured our office is a safe place – with all best practices for cleaning, sanitizing, social distancing, masking and gloving fastidiously followed.

### Flu shots

With flu season almost upon us, it's more important than ever to make sure to get your flu shot. We will once again be providing flu shots, but this year, it will be "Meet You at the Door" and **BY APPOINTMENT ONLY**, starting in early September, after Labor Day. Please keep an eye on your mail and email boxes for details to follow shortly.

### A fresh perspective on COVID-19

I know it's hard to keep hearing the sobering statistics about the alarming number of COVID-19 cases in Houston and wondering when improvement will be seen. Some of us are more than ready to get back to our normal lives! Some are worrying and preparing as their kids get back to school. And the economy and political climate is a pervasive stressor for many. While we can't exert much individual influence on changing the trajectory of the pandemic, we *can* change how we respond to it. It's all about resilience, a process that helps us navigate through challenging times and come out stronger.

Resilience is more than just bouncing back from difficulties, but involves growing and improving your life as a result. Maybe you've learned to eat more healthfully by trying out recipes you never had time to cook before. Or you've become extremely adept at arranging Zoom meetings to stay connected with co-workers and friends. There are so many ways to build resilience that we developed a new page on our website: **Thriving During COVID-19**. [CLICK HERE](#) to see our resources, inspired by the pillars of lifestyle medicine, which include:

- Guides to Healthy Living
- Finding Joy with Meditation, Mindfulness and Gratitude
- Activities to Lift Your Spirits
- Recipes to Nourish Body and Soul
- Videos that Accent the "Power of Positive"

A more detailed tour is available from Coach Sarah. [CLICK HERE to view on YouTube](#). You'll also find additional resources on the [Lifestyle Medicine tab](#) on our website.

### We are here for you

Finally, please know Dr. Englund and I are doing our best to be fully present for you during our work days and are recharging at night with our families as best we can. We realize how challenging these times are for our patients, and want to be available to you when you need us most. To help, we ask that non-urgent issues, refills & routine messaging be done via the portal or through the office during regular business hours as much as possible. If it's an urgent issue after hours, we encourage you to continue contacting us on our cell phones.

Stay well, stay positive and stay connected with all of us at North Cypress Internal Medicine & Wellness.

Dr. Dorothy Serna and Dr. Kelly Englund

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