

At Achieve TMS and TMS Center of Alaska, our priority is to provide critically needed care while maintaining safety and comfort for all of our patients and staff members. We're closely monitoring COVID-19 (coronavirus) updates from the Centers for Disease Control (CDC), the World Health Organization (WHO), and local health authorities to make decisions concerning our operations. Patients will be notified in case of disruptions to appointments or treatment schedules due to center closures. The uncertainty of this situation is stressful for many, and we encourage you to reach out for support if you feel overwhelmed. Resources such as the National Suicide Prevention Lifeline (1-800-273-8255) and the Crisis Text Line (text 741-741) are accessible at no cost and around the clock.

A letter to Achieve TMS/TMS Center of Alaska patients from Rick Christie MD, CEO - Achieve TMS and TMS Center of Alaska

As our nation works to contain the spread of COVID-19 and care for those who have become ill, nearly every aspect of daily life has been affected. Each change—whether in work, school or family—produces stress on its own. Multiple changes, happening unexpectedly and simultaneously, can cause significant distress and, left unaddressed, can worsen symptoms of depression and OCD.

All of us at Achieve TMS/TMS Center of Alaska recognize that treating depression and OCD is more important now than ever before. We are committed to providing you the care you need, and so I want to share information on steps we are taking to ensure that you'll have access to TMS therapy treatment during this challenging and unprecedented national emergency:

At our centers:

- Enhanced cleaning protocols
- Guidance to staff regarding understanding risk factors and symptoms of COVID-19, both to protect one's own health and to recognize circumstances where it may be appropriate to ask a symptomatic patient not to come in

Expanding options for virtual care include telehealth appointments for consultations, evaluations and follow up.

We are honored that you've entrusted us to provide TMS therapy, and so we take seriously our responsibility to provide you with the best possible treatment experience. Our current national emergency presents uncharted waters for all of us—and we are here for you.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Christie", with a long horizontal line extending to the right from the end of the signature.

*Rick Christie, MD
CEO, Achieve TMS/TMS Center of Alaska*