

Dear Friends,

During this challenging time we continue to make efforts for social distancing to slow the spread of the COVID-19 (Novel Coronavirus). Meanwhile, we must structure our time differently than we usually do. Perhaps we can use this time as an opportunity for additional positive benefits such as slowing down, rest, reflection, meditation, and engaging in other explorations and projects that are personally nurturing. While we maintain social distance.

In alignment with, among others, CDC recommendations and the state of New Hampshire, as of Monday, March 16th, I will be offering electronic consultations with patients, using the application [doxy.me](https://doxy.me). Doxy.me is HIPAA compliant, secure telemedicine software. These consultations will be insurance reimbursable and you will need to use your computer, iPad, or smart phone. The best device to use would be a computer connected to the modem with an ethernet cable. For those choosing not to utilize insurance coverage we can consider continuing to use an audio (telephone) consult. These consults will continue until the end of April, and then we will reevaluate the situation to determine whether social distancing is still necessary or not. We will also consider how insurance will cover the consults moving forward.

I care very much about your health and well-being and for this reason I have decided that it is safest for everyone concerned to stop any non-essential person to person contact. It would greatly trouble me to unknowingly contaminate someone else and I want to remain safe as well. I will let you know as soon as I decide to go back to face-to-face appointments in my office. I absolutely prefer face to face contacts, but these are different times, and we need to create solutions that address the current situation.

To log into [doxy.me](https://doxy.me):

You can get to the electronic waiting room by entering [doxy.me/drhegnauer](https://doxy.me/drhegnauer). If you have a PC, use Firefox or Chrome as a browser and enter the doxy address (above) in the address line at the top of the page. Enter. You will go to a page asking for your name. Enter your name (first name is just fine) and click Check In. That will get you to my delightful waiting room. You may be asked to enable your microphone and camera. If so, do it by double clicking on the green link they provide. I will come get you from the virtual waiting room and connect you to the video screen when it's time.

I hope you understand my concerns and decision. Please let me know right away if you have any questions or comments.

Stay healthy and be safe,

Dr. Amanda Hegnauer, ND