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To our valued patients,

Numerous calls have been made to reschedule appointments for those patients scheduled for “routine” or non-emergent visits. There were many patients we were unable to reach due to the following:

- **Disconnected phone numbers**
- **Wrong numbers**
- **No answer and no voice mail set up**
- **Voice mails full and unable to accept new messages**

Please be assured that staff made every effort possible to contact those patients affected by the closure. In times like these it is imperative to have a current phone number on file for you.

If you feel you were not contacted to have your appointment rescheduled, please call our office to update your contact information ASAP.

Please leave the updated information on our voice mail if unable to speak with a staff member. I would also urge you to check your voice mail/answering machine to make sure it is functioning properly. If need be, reach out to have a family member or service provider to help you.

Thank you for your understanding and cooperation. Please stay safe and healthy and we look forward to seeing you soon.

Kimberly Orona, COT, OSA

Group Clinic Manager – Show Low, Show Low East & Lakeside, AZ Clinics