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**Centers of Excellence:**

Cannabis  
Concussion  
Dizziness, Balance & Tinnitus  
Epilepsy  
Headache  
Imaging  
Infusion  
Memory Disorder  
Movement Disorder  
Multiple Sclerosis  
Neuromuscular  
Neuropsychology  
Neuro-Oncology  
Pediatric Neurology  
Physiatry  
Behavioral Health  
Sleep  
Spasticity Clinic  
Spine  
Stroke



March 25, 2020

To our dear friends in the Western New York community,

Please know that your Dent team is here for you, and remains open for all essential office, diagnostic and treatment services, including injections, infusion, imaging, and counseling.

If you are scheduled for an **in-office** visit, rest assured that we follow CDC and other national and international expert guidelines for a **safe environment**. If you exhibit **symptoms** of infection, including cough, fever, and shortness of breath, you should stay home, consult your primary care physician to address those symptoms, and **schedule a telemedicine** visit with your Dent provider to ensure that your care is uninterrupted.

Especially during times like this, your **questions and concerns must be addressed** efficiently. The best way to communicate with us is through our **MyDentChart patient portal**. A convenient tool for using the portal is a **smartphone app called Healow**. Instructions for installing and using Healow can be found on our web site at [www.DentInstitute.com](http://www.DentInstitute.com). Once installed, it is a simple way to send and receive messages, manage your appointment, and even conduct a "Tele-Visit" with your provider.

Although these are anxious times, we will get through this together. Your care matters and we vow to always be here for you.

Sincerely,

Laszlo Mechtler, MD  
Chief Medical Officer

Joseph Fritz, PhD  
Chief Executive Officer