



Dear Alliance Family

The health and well-being of our associates, customers and our patients is of utmost importance to us. As your provider of durable medical equipment and services, Alliance Medical Supply is closely monitoring developments as they relate to the Coronavirus commonly known as COVID-19. We will be guided by the advice of expert opinions from the Centers of Disease Control and other governmental agencies and health care bodies as we continue to service the needs of our customers and patients.

As always, we remain committed to closely monitoring our operational status. We are adjusting the work environment for our team, and are encouraging our patients to utilize our dropship program during this time.

If our service techs need to deliver supplies or equipment to you, they will do so without entering your home. The service tech will instead set the items in a safe location outside and call the appropriate contact to let them know their delivery has arrived.

If a delivery or set-up requires a service tech or clinician to enter the home, Alliance Medical Supply staff will do their best to maintain 6-foot space from others.

Another option that we are implementing is "curbside pick-up" for your supply order. When you arrive at the office, simply call the office number (210-737-2444) and let the representative know the name of the patient you are picking up supplies for. You can stay in your car and an employee will load the supplies in for you.

While many visits with patients are essential to ensure a safe care plan and continued health, our clinicians will reach out to discuss the possibility of making changes to upcoming visits.

Alliance Medical Supply values the trust you place in us for your care, we know that are depending on us to keep your families as safe as possible during this time.

Thank you

Howk Bethel, Owner

Trish Holstead, Director of Operations