

Dear Valued Lighthouse 360 Client,

Lighthouse 360's goal is to serve you, our customer, during a time when our healthcare system is affected by the COVID-19 outbreak. Taking care of our customers and their patients, even as we face uncertainty, is at the center of everything we do. We want to help you ensure business continuity at your practice so you can communicate with and treat your patients with the least amount of disruption.

**Below are details how Lighthouse 360 tools and services can help your practice communicate important information about the virus to your patients.**

- 1. CANCELLATION MESSAGES.** For practices closing their offices or cancelling several days of appointments at once, you can use our Cancellation Messaging feature, found on the Schedule Tab of the Lighthouse 360 portal.

Step by step instructions can be found here: [How to Send Cancellation Messages](#).

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- 2. CUSTOM EBLASTS TO CLIENTS.** To send a more customized message to your patients, you can also create your own email message using our Custom Eblast tool\*.

Instructions for custom eblasts can be found here: [How to Send Custom Eblasts](#)

\*(Please note that if you choose to announce a cancellation with a custom eblast, rather than our cancellation feature above, you will also need to manually cancel these appointments in your schedule).

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- 3. CUSTOMER SUPPORT.** Should you require additional assistance, the best way to reach our customer support team is via email at [support@lighthousepmg.com](mailto:support@lighthousepmg.com) or via the web form on the HELP tab of your portal. We are also available via phone, but please note that high call volume may result in longer than normal hold times. We appreciate your patience as we work to assist all our clients during this time.

We hope you and your community are safe.

The Lighthouse 360 Team