



**Congress of the United States**  
**House of Representatives**  
Washington, DC 20515

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April 24, 2020

Mr. Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW, Washington, DC 20554

RE: Letter of Support for Application Submission-- FRN 0029406451\_Memorial Health Services\_04172020

Dear Mr. Chairman:

With the passage of the CARES Act, I appreciate your leadership to quickly administer the \$200 million COVID-19 Telehealth grant program to immediately support health care providers responding to the pandemic by providing eligible health care providers support to purchase telecommunications services, information services, and devices necessary to enable the provision of telehealth services during this emergency period. Health systems continue to work in expanding telehealth services, and I am writing in support of the Memorial Health Services (MHS), located in Southern California, COVID-19 telehealth grant application submitted on April 17, 2020.

MHS is a non-profit 501 (C) (3) integrated health care delivery system that provides medical services to over one million patients throughout Los Angeles and Orange counties each year. With over 200 sites of care and four hospitals, their mission is to improve the health and well-being of individuals, families and our communities through innovation and the pursuit of excellence. Commitment to their mission is demonstrated through increasing access to quality care, and their ability to adapt to meet the needs of the changing health care environment.

In response to the need to move towards more telehealth and with flexibility in CMS waivers, MHS started to expand telehealth from both their medical offices and hospitals. Los Angeles and Orange Counties have an increased risk of COVID-19 community transmission amongst its residents due to population density and size. A state of emergency has been in place in the state since March 4. A mandatory Safer at Home order was issued for both counties on March 19 and is in effect indefinitely. The telehealth funding program will assist in expanding on the success of the current telehealth program in response to COVID-19 pandemic. MHS providers are now performing over 500 telehealth exams and consults each day when they went live in March 2020 with telehealth. There are currently physicians performing telehealth services at MHS and more appointments could be in-serviced each week provided updated technologies like iPads further integrated into their electronic medical record system to reduce administrative time, increase

patient access to appointments, and reduce patients needing to cancel due to logistical issues. Also, requested funds would include additional security licenses and software to protect patient information for devices, as well IT platforms for the intake of patient symptoms to organize for a provider to quickly process. All combined together, the application further demonstrates developing efficiency in managing patients in a virtual care model and growing telehealth access to more patients.

Thank you for your consideration of the Memorial Health Services submission FRN 0029406451\_Memorial Health Services\_04172020.

Sincerely,

A handwritten signature in blue ink that reads "Alan Lowenthal". The signature is written in a cursive, flowing style.

Alan Lowenthal  
Member of Congress