



May 19, 2020

John Cashell, Planning Director
P. Michael Dorman, Chief Building Officer
Building Department
Zoning Board of Adjustment
145 Main Street
Plaistow, NH 03865

Dear Mr. Cashell and Mr. Dorman:

Anthem has been working closely with ConvenientMD since they opened their first urgent care center in December of 2012. Since that time, my team and I have gotten to know their practice and management teams very well. We consider them excellent partners and because of their high quality and cost effective model, intend to continue to promote and expand our relationship with them in the future.

In addition to my professional relationship with ConvenientMD, my family and I have utilized ConvenientMD for our own urgent medical needs. I can say firsthand that they provide a uniquely positive experience for their patients that includes outstanding care from qualified, genuine and welcoming administrative and clinical staff, an on-site supply of the most commonly prescribed medications (eliminating the need for a stop at the pharmacy with a sick family member), and post-visit follow up calls to the home to see how the patient is doing.

ConvenientMD offers a unique alternative to the Emergency Room for a broad scope of non-life-threatening issues, and has been an excellent partner in improving the healthcare system in New Hampshire. Their clinical teams are led by emergency-room experienced providers, and are capable of treating higher acuity issues than other walk-in facilities. Because of their high quality and cost effective business model, we utilize multiple strategies to direct patients requiring urgent medical care to ConvenientMD locations.

Given ConvenientMD's unique model targeted to patients that are ill or injured with higher acuity issues, and the fact that as a statewide carrier, many Anthem members travel a significant distance to ConvenientMD's locations, it is critical that their facilities have prominent and easily legible signage. I hope that you will be supportive in their request for that.

I have no doubts that you will find ConvenientMD to be a terrific addition to the Plaistow business community.

Best regards,

Denise F. McDonough

Denise McDonough
President



EXETER FIRE DEPARTMENT

20 COURT STREET, EXETER, NH 03833-2716

Tel 603.773.6131

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BRIAN D. COMEAU, CHIEF OF DEPARTMENT

May 27, 2020

John Cashell, Planning Director
P. Michael Dorman, Chief Building Officer
Building Department
Zoning Board of Adjustment
145 Main Street
Plaistow, NH 03865

Dear Planning Director Cashell & Chief Building Officer Dorman,

ConvenientMD Urgent Care has a prominently located and highly regarded facility in the Greater Exeter community, located 1.8 miles from the Exeter Fire Department. My department has an excellent working relationship with ConvenientMD and responds to calls from ConvenientMD for patients with life threatening conditions requiring transfers to the Emergency Department. My perspective in writing this letter based on my department's interactions with the clinical team at ConvenientMD, our experience with the patients we transport from their facility, as well as the personal experiences of my staff utilizing their facility.

ConvenientMD's scope of care is broader than other urgent care centers in the area, which results in patients with high acuity issues utilizing their facility. ConvenientMD's patients are under distress and in need of urgent medical care, which can lead to patients being distracted when searching for their facility. In addition, many of their patients travel from surrounding communities in search of ConvenientMD and may not be familiar with the facility. The ConvenientMD in my community has very large and prominent which is easily read from the highway (Route 101) and major road (Portsmouth Avenue) which intersect near ConvenientMD. Due to the nature of their services, their patients being in distress, and their patients often being from outside the area it's important that ConvenientMD's facility be easily identified by prominent signage.

Please feel free to contact me if I can provide any further information at (603) 772-1212.

Best regards,

Chief Eric Wilking
Exeter Fire Department

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**New Hampshire
School Nurses' Association
Leading - Advocating - Educating**

June 22, 2020

John Cashell, Planning Director
P. Michael Dorman, Chief Building Officer
Building Department
Zoning Board of Adjustment
145 Main Street
Plaistow, NH 03865

Dear Mr. Cashell and Mr. Dorman,

I understand ConvenientMD would like to expand into Plaistow, NH. I am writing a letter of support as ConvenientMD has made a tremendous contribution to school nurses, students, and families throughout New Hampshire. I met Max Puyanin in December of 2012, when he opened their first facility in Windham, near the middle school in which I serve as a nurse. He asked how his clinic could support school nurses, and I explained the many areas where school nurses struggle for resources to serve our students and families. Since that time, ConvenientMD has not only provided a great service to the school I serve, but developed a "School Nurse Partnership" program with the New Hampshire School Nurses' Association. Through this program, school nurses across the state can contact a clinic and access immediate care for the students of New Hampshire. In addition to that resource, they also offer us:

Free Medical Care

- Providing free medical care to sick and injured students in need

Free Flu Shots

- Providing unlimited free flu shots students, faculty, and families

Free Sports Physicals

- Providing unlimited free school and sports physicals to students and athletes

Vaccines

- Providing unlimited free vaccines to students under 18 years of age

Concussion Baseline Tests

- Providing concussion baseline tests for \$10, or for free to families in need

Free Epi-Pens

- By completing prescriptions and applications through national programs

President

Paula MacKinnon, RN

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Linda Compton MS, RN

Sunshine / Scholarship

Marie Liimatainen MS, BSN, RN

Marketing

Lisa Therrien BS, RN

Webmaster

Paula MacKinnon RN

School Nurse of the Year

Laura Gifford BSN, RN

Bronchodilator Prescriptions

- To help us provide this drug to students in our schools

Triage & Consultation

- Assisting school nurses with phone triage for students presenting in our offices

Nurse Continuing Education

Providing up to four free continuing education sessions per school year for school nurses at each school district throughout New Hampshire. These sessions are between 60-90 minutes and cover subjects of our choosing. A ConvenientMD doctor has also presented numerous times at our statewide conferences at no charge.

In addition, ConvenientMD is unlike other urgent care centers in that it has the most highly qualified staff, providing a broad scope of care, and charging a fraction of the cost of many other facilities. In a world of rising deductibles, this is a tremendous to local residents which require high quality medical services.

In short, ConvenientMD's outreach and support of the local communities it serves is truly unprecedented, and they provide a tremendous service to the communities they serve. You would be fortunate to have them in your community.

Best regards,

Paula MacKinnon

Paula MacKinnon RN
President
New Hampshire School Nurses' Association
www.nhschoolnurses.org
nhschoolnurses@gmail.com



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

May 26, 2020

John Cashell, Planning Director
P. Michael Dorman, Chief Building Officer
Building Department
Zoning Board of Adjustment
145 Main Street
Plaistow, NH 03865

Dear Mr. Cashell and Mr. Dorman,

I understand that ConvenientMD is hoping to open a clinic in Plaistow. I am writing this letter as a resident of Concord, NH and a staff member of the Concord Family YMCA to inform you that ConvenientMD has provided tremendous assistance to our community and to the Concord Family YMCA. Since opening in 2014 they have offered quality health care to those in the community, much of which is free to those in need. They also provide free flu shots, free sports physicals to our families, and many other services.

In addition to the generous services they provide, they have been a generous financial donor to the Concord Family YMCA. They have also made similar contributions to other YMCAs in the communities they serve, as well as many other community organizations. These contributions go a long way to help those in need by providing assistance for children and families who otherwise could not afford to participate in the YMCA childcare, wellness and fitness programs.

My family of five and I have used ConvenientMD regularly when we've been in need of urgent medical care. The level of service they offer is unlike any other urgent care facility in NH. Although they're not an emergency room they can treat acute injuries and illnesses, and the staff is exceptionally welcoming and nice. I'm personally grateful for the care they have provided my family and I in difficult situations.

ConvenientMD has been a great asset to the Concord community partnering with the Y and many other organizations to make it a great place to live. As a person who travels frequently around New England for sporting events with my children, I am confident the town of Plaistow would equally benefit from them joining your community.

Best regards,

Paula Taylor
Development Director
Concord Family YMCA



**BOYS & GIRLS CLUBS
OF CENTRAL NEW HAMPSHIRE**

May 20, 2020

John Cashell, Planning Director
P. Michael Dorman, Chief Building Officer
Building Department
Zoning Board of Adjustment
145 Main Street
Plaistow, NH 03865

Dear Sirs:

I understand that Convenient MD is considering a location in Plaistow, and I wanted to let you know what a great asset they have been to us here in Concord.

The Boys & Clubs of Central NH serves a large percentage of low income families. When Convenient MD opened in 2013 , Max Puyanic and Ben Collins immediately reached out to the Club to offer to provide \$20 physical exams to our members (or serve them at no cost if need be). Most schools, camps, childcare centers and sports teams require these exams on an annual basis. Having a place where caregivers don't have to deal with health insurance has been incredibly beneficial, particularly among the New American (refugee) families that we serve. As important, the facility's location is accessible and prominent, making more likely that all kids will get the care that they need.

Convenient MD not only has provided much needed, in kind services, they have also contributed over \$65,000 in cash and pledges to our programs over the past five years. Max and Ben took it upon themselves to learn about our mission and our members.

Club members aren't the only ones to benefit from Convenient MD. One of my staff members whose daughter recently sprained her ankle could not say enough about the cleanliness and attractiveness of the facility, the quality of the medical staff and the short amount of time it took to be seen on a Sunday afternoon. She said it was a relief to have an alternative to the emergency room and would choose Convenient MD again over all her other options.

It is not too often that a business moves into town and makes such an immediate and direct impact on so many. Convenient MD provides a valuable service and has epitomized corporate responsibility here in the Concord. I believe you would be fortunate to have this business in your community.

Sincerely,

Christopher Emond
Chief Executive Officer