

**FROM: FAMILY MEDICINE CLINIC PROVIDERS AND STAFF**

Many of you have likely heard about the confirmed cases of COVID-19 in neighboring counties.

We want to assure you that our staff has been working diligently to prepare for COVID-19 to reach our area, but we will need everyone to work together to help keep our community as healthy as possible.

1. If you believe you are having symptoms of COVID-19, please CALL the clinic so we can speak with you and help determine the appropriate next steps for your care. Please DO NOT present to the clinic unless you are directed to do so, as this puts other patients and providers at risk.
2. Due to a significant shortage of testing supplies, we are not able to test most patients for COVID-19. We are following the CDC recommendations for testing patients.
3. There is currently no approved treatment for COVID-19. For mild to moderate respiratory symptoms, the best thing you can do to help protect others is to stay at home and treat the symptoms. You should isolate yourself until you have been fever-free for at least 72 hours (without the use of fever-reducing medications) and you are no longer experiencing respiratory symptoms and at least 7 days have passed since the symptoms first appeared.
4. We understand that patients are still going to need medical care for non-respiratory related illnesses during this time as well, and we will still be available to meet these needs. However, we ask that patients consider the urgency of their medical need. Many chronic care follow up appointments may be able to be rescheduled, and mild illnesses/symptoms managed over the phone. We are also anticipating being able to offer some telehealth appointments in the near future. More information will be available soon.
5. In order to continue to safely provide necessary medical care for all of our patients, we will have a staff member posted at the entrance to the clinic to screen all patients upon their arrival. If you should require an additional person to accompany you to an appointment, we ask that this be limited to 1 immediate family member or caregiver.
6. We have adapted our daily clinic schedules to maximize the safety of our patients and continue to provide timely medical care. Please see earlier post regarding these changes.
7. We strongly encourage you to follow the current recommendations regarding social distancing, limiting travel, frequent handwashing, etc.

We understand that there is a lot of uncertainty, anxiety and fear surrounding the current COVID-19 situation. We will continue to keep you updated of any further changes or information as it becomes available. Please feel free to call the clinic with any questions or concerns. 402-245-4475, Option #1.

## **FAMILY MEDICINE CLINIC PROACTIVE MEASURES TO STOP COVID-19**

**ATTENTION:** Starting Monday, March 23<sup>rd</sup> Family Medicine Clinic will be taking additional precautions to help stop the spread of COVID 19.

- Sick appointments will be made in the morning, well visits in the afternoon. We will be cleaning the clinic before the well patients arrive. We have reserved 2 rooms for well patients during the entire day if needed for minor emergent procedures.
- You will not be able to schedule any Pap's or well adults visits at this time. If you have any health concerns please call and ask to speak to a nurse.
- CDL & DOT exams will be scheduled in the afternoon.
- Lab appointments will be from 7:00 am-8:30am.
- When calling for an appointment you may be transferred to a nurse and asked more specific questions related to your symptoms.
- When you schedule an appointment please have your insurance and demographic information ready. We will be asking you this information over the phone so you will not have to stop at the front receptionist area upon arriving for your appointment.
- We are asking each patient to only bring one additional family member or friend with them to their appointment, only if necessary.
- Beginning Monday, March 23<sup>rd</sup>, we will be screening all patients, visitors, vendors, contractors and guests prior to entering the facility. This screening is comprised of a brief survey and temperature check. If you have an appointment please arrive 5 minutes before your scheduled time.

We want to keep all of our patients safe and healthy!

If you have any questions please call our office at 402-245-4475, option #1.

If you would like more information on what you can do to prevent or protect yourself and family members please visit the CDC website.

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>