

# \* Important Information Regarding Coronavirus (COVID-19) \*

Dear Patients:

With the increase in concern surrounding Coronavirus (COVID-19), we want to assure you that our providers and building management, Welltower, continue to monitor the situation, and our primary focus remains on maintaining the welfare of our patients and staff. Since this is a rapidly evolving situation, we will continue to communicate any developments to you, as they become available. We want you to know how much we appreciate your flexibility and assistance with these matters. If anyone becomes aware of an individual with a confirmed case of COVID-19, they should contact the **WHO, CDC, or local health department immediately**. If you would like the contact information for any of the above departments, please do not hesitate to let our staff know.

Due to the lack of available resources across the globe and the increasing number of confirmed cases, our office **does not possess the supplies necessary to test for the Coronavirus in-house at this time**. While both LabCorp and Quest Diagnostics Laboratories have recently released testing for COVID-19 via a nasal swab, **our office has not been given the required tubes needed in order to obtain a sample to send off for laboratory confirmation**. This means that while resources to test for the Coronavirus are becoming more accessible, *Olympus Family Medicine* is still **unable to provide patients with testing in our clinic at this time**. Currently, the nearest accessible testing to our office is at Baylor Scott & White Centennial Hospital. If you are concerned that you have symptoms, we recommend that you contact the ER department at the following number: 972-963-3333.

## **\*SUMMARY OF INFORMATION REGARDING AVAILABLE COVID-19 TESTING FOR PATIENTS\***

1. Our office does **not** possess the testing supplies required to obtain a nasal sample of patients needing to be tested for COVID-19 at this time. While certain laboratory organizations now do have the ability to process samples for Coronavirus, they are also **unable** to collect patient samples at their remote lab stations.
2. If you have reason to believe you have the Coronavirus, call your local health department and the CDC to report your condition, and get advice on what steps you need to take.
3. Currently, the closest available testing to our office is located at Baylor Scott & White Centennial Hospital.
4. If unable to complete testing, self-quarantine measures are strongly encouraged to avoid exposing others.

Unless notified otherwise via a post to our office website and social media page, we will continue to operate our clinic as normal. We are asking for every individual to take extra precautions to stay healthy and prevent any spread of illness or infection. We would like to remind everyone of the prevention methods recommended by the Centers for Disease Control (CDC) for health and hygiene. We also encourage everyone to regularly check these resources online for the latest information.

- Make sure to wash your hands often with anti-bacterial soap and water for **at least 20-30 seconds**, especially after using the restroom; before eating; after blowing your nose, coughing or sneezing. If soap and water are not available, use an alcohol-based hand sanitizer that is **at least 60% alcohol**.
- Avoid any close contact with people who are sick. If possible, stay home when you are sick.
- Avoid touching your face, eyes, nose and mouth. Always cover your cough or sneeze with a tissue, and regularly clean/disinfect frequently touched objects and surfaces using cleaning spray or wipe.

Thank You!

**Olympus Family Medicine Providers & Staff**