

March 25, 2020

Health Information Communication: 2019 Novel Coronavirus (COVID-19) Update

SYNOPSIS

WeCare tlc health centers have fully implemented the telehealth model of health service delivery. Whereas many providers are racing to develop strategies aligned with Centers for Disease Control and Prevention (CDC) COVID-19 protection and prevention efforts, we remain consistent and proactively prepared to ensure the best for our patients and staff. Patients can continue to contact the health centers for telephonic and/or video access to providers for healthcare concerns. Please encourage employees to call for a telehealth appointment should they have a need.

As a reminder, patients with diagnosed chronic illnesses will continue to have access for management of conditions and ongoing engagement in care. In addition, nurse coaching visits are accessible, and prescribed medications remain available for pick up via drive-by methods.

What's New Today:

Cases of COVID-19 and instances of community spread are being reported in a growing number across the U.S. Current reports indicate more than 61,800 cases and 858 deaths due to COVID-19. At the start of March, only 70 cases had been reported in the country and were reportedly related to travel. Today, clusters of cases in the U.S. reinforce a need for immediate intervention to reverse the trend. The time to act is now. As such, numerous states are enforcing mandatory quarantine or stay-at-home requirements in efforts to control the spread.

Persons believing to have been exposed or who believe to have symptoms of novel coronavirus are urged to stay home at onset of concern and/or symptoms resulting from potential exposure. Concerned adults are asked to contact a health provider telephonically to discuss symptoms and travel history, as well as potential contact circumstances. If seeking care and/or testing outside of the home, wear a mask and practice other infection control measures such as frequent hand washing, covering cough or sneeze, and keeping a safe distance (at least six feet) from others.

WeCare tlc will continue to monitor activity, actions, and recommendations to ensure the ongoing safety of patients and staff. Weekly reports will be provided to ensure that you remain aware of your health center's activity and services in efforts to continue to provide access for your employees. As CDC recommendations change, our strategies will likely change as well.

Thank you again for partnering with us to protect and prevent in this new era of novel coronavirus. For the latest updates and more COVID-19 information, visit the WeCare tlc website at <https://www.wecaretlc.com/coronavirus-information/>.