

# COVID-19 Newsletter

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Our country and the world is grappling with an issue of enormous scale and human impact, and our hearts go out to all who have been affected by the outbreak of Coronavirus (COVID-19).

We here at Natomas Family Practice wanted to take this opportunity to inform you of the actions we have taken in response to the COVID-19 pandemic that continues to spread across the nation and our community. Supporting our patients and employees during this crisis period is critical to providing you with the services you need and expect.

We are taking extra measures on top of our current rigorous sanitation practices that include frequently disinfecting surfaces, door handles, rooms and all other areas of the clinic. We are making it a priority to wash our hands for at least 20 seconds or using hand sanitizer on a regular basis, wearing face masks and gloves. We will also be more flexible with phone visits and spreading out in-office patient appointments to minimize contact and maintain social distancing. This will also allow the employees more time to disinfect and sanitize the rooms, surfaces and equipment to ensure we provide the safest environment possible.

We also want to let you know that at your next appointment, we are giving our patients the option to remain in their car until they are ready to be seen. Once we have your room available, we can call you to be brought straight back to the exam room. For those who prefer to wait in the lobby, we request that patients sit at least 6 feet away from people outside of their household.

As our employees make the transition and there are questions and concerns, wait times on the phone may be longer than usual. However, we are here to help you and answer all your questions. We are committed to serving you during this difficult time and we're working to improve wait times.

You can also send a message directly to your doctor using My Health Online at, <https://mho.sutterhealth.org/index.html?fromURI=HTTPS%3a%2f%2fmyhealthonline%2esutterhealth%2eorg%2fmho%2f%3fmode%3dhome> If it is your first time using My Health Online, you will need an access code that we can provide for you as well as provide you instructions if you need it. For our fax number, office hours and address you can also visit us on the web at, <https://natomasfamilypractice.com>

If you are not feeling well, have a cough, fever, any signs of illness or traveled recently to Europe or Asia, we respectfully request that you notify us to reschedule your appointment. For more information on COVID-19 including, symptoms and how to protect yourself, please visit the CDC website at, <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

For those concerned they may have symptoms consistent with the virus such as a fever >101 unresponsive to Tylenol/Ibuprofen, dry cough or shortness of breath, they may go to <http://www.projectbaseline.com>. This is a new rapid mobile testing service based in Sacramento. After answering a brief online survey, they will let you know in real time if you are a candidate for testing and direct you to a local facility if appropriate. It is comforting to know that the vast majority of people who are exposed to the virus will recover with little to no symptoms, especially if under the age of 65 and otherwise healthy. However, if you have any escalating symptoms, we would direct you to the local ER and advise that you call ahead of time so they know to expect you.

## Project Baseline

Project Baseline is the quest to collect comprehensive health data and use it as a map and compass, pointing the...

Please remember it is crucial to practice social distancing to flatten the curve of the pandemic. We need to stem the exponential growth of infection to avoid overwhelming the hospital systems that would lead to increased mortality. Stay at home unless necessary to restock food or supplies or to check on a vulnerable loved one. If possible, wear gloves and a mask when venturing out and keep a safe 6 feet from others. As soon as you get home, remember to launder your clothes and wash your hands and face with soap for 20 seconds.

We greatly appreciate your patience and understanding during these trying times and as always, we are here for you and will strive to do our best to serve you medically and professionally. These precautions and restrictions won't last forever. There is a strong sense of hope as doctors and scientists from around the globe are cooperating like never before with open-sourced research to expedite treatments and vaccines. However, we must all do what we can to protect the more vulnerable of our community and to shorten the pandemic as much as possible. Please take care of yourselves, and stay safe!

The staff at Natomas Family Practice

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