



Dear Patient,

In response to the rapidly evolving situation regarding the 2019 Novel Coronavirus (COVID-19), please know the safety and health of PMC's patients, their families and our co-workers is paramount.

**WHAT IS PINEHURST MEDICAL CLINIC DOING TO PREPARE FOR COVID-19?**

PMC has taken numerous steps to prevent the spread of the virus in its facilities and the community.

**Screening Patients.** PMC is following CDC guidelines and is screening all patients. PMC is continually updating questions as new information is available.

PMC screens patients when:

- Scheduling Appointments.
- Confirming Current/Next Day Appointments.
- Entering into buildings with multiple departments or levels.
- Arrive at Check-In.

**Centralized Entrances.** For the safety of our staff and patients, all East Clinic patients are being directed through the main entrance. This move allows us to triage patients and to screen patients prior to them entering other areas.

**Staying Informed.** PMC is closely monitoring the outbreak in collaboration with the CDC, state health department, and local health systems. PMC is staying abreast of the latest updates and recommendations and asks for your attention to any upcoming notifications, as we are in a constant state of updating our information, screening tools, and system-wide COVID-19 preparedness.

**PMC COVID-19 Preparedness Committee.** PMC's COVID-19 Preparedness Committee meets daily to focus on our strategies and safety procedures. The committee is continuing to focus on our process to proactively identify, isolate, evaluate and educate any individuals experiencing respiratory symptoms with a fever or those that have recently traveled.

**Established Triage Line.** PMC has a triage line 910-235-5941 available to potential higher-risk patients who need further direction with coordinating care. Any patient who presents as a possible risk for COVID-19 is directed to call the triage line to coordinate their care from outside of a PMC facility. Our processes are updating as volumes increase.

**Isolated COVID-19 Exam Location.** PMC has an isolated COVID-19 exam procedure in place.

**Signage.** PMC has placed appropriate signage at all location entrances informing patients to STOP, review screening information and follow recommendations accordingly.

**Disinfecting.** PMC has implemented routine disinfection procedures to take place consistently at all of our locations, including all high touch surfaces.

**Prevention & Protection Stations.** PMC has provided prevention and protection stations at all entrances of our facilities to keep safety precautions top of mind. The stations encourage patients to cover their coughs and to practice good hand hygiene.

- **Reminder: Any patient experiencing a fever needs to contact their healthcare provider before coming onsite.**

**Limiting Visitors and Vendors.** PMC is limiting the number of visitors and vendors at our facilities. The full version of the temporary visitor restriction policy can be found on our website at [www.pinehurstmedical.com](http://www.pinehurstmedical.com).

**Telework.** PMC is rolling out telework in multiple areas to aid with CDC recommendations for social distancing.

**Telemedicine.** PMC has implemented infrastructure and processes to enable remote provider visits for patients outside the facility. Please visit our website at [www.pinehurstmedical.com](http://www.pinehurstmedical.com) or call your PMC's provider's office for additional information.

#### **WHERE CAN I GET MORE INFORMATION?**

The CDC website has a designate COVID-19 webpage containing more detailed information about the virus and the number of cases in the United States and around the world.

The North Carolina Division of Public Health has established a coronavirus hotline with access to a nurse and general questions about coronavirus. The number to call is (866)462-3821.

#### **How Can I Protect Myself?**

Hand washing and covering your cough are key common cold prevention and protection measures both for flu and COVID-19. Please note, washing your hands with soap and water is the best method.

- **Wash hands** often.
- **Avoid touching** eyes, nose, or mouth with unwashed hands.
- **Avoid close contact** with sick people.

- **Stay home** while you are sick; avoid others.
- **Cover mouth/nose** with a tissue or sleeve when coughing or sneezing.

### **What If I Think I Have Coronavirus?**

It is recommended that persons experiencing flu-like symptoms including fever, cough and shortness of breath, and have traveled recently **should contact their primary care physician by phone or telemedicine** before visiting their physician's office. Your physician will be able to help you make the decision of what action to take. You may also call PMC's COVID-19 triage line at 910-235-5941 to speak with a triage nurse or on-call provider.

### **How Is PMC Testing For Coronavirus (COVID-19)?**

Currently, all testing for COVID-19 is done only under specific circumstances at an isolated location. Only those meeting CDC and NCDHHS criteria and directed by a licensed health care provider should receive testing. The CDC and NCDHHS testing criteria can be found at the links below:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-criteria.html>

<https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina/testing-and>

***Individuals meeting the CDC criteria should contact their doctor or PMC's triage line (910)235-5941 to coordinate needed care.***

### **Is PMC providing the general public with facemasks?**

Individuals who exhibit signs of a respiratory illness at any of PMC's locations may be provided a facemask. The CDC does not recommend the use of facemasks among well people to protect themselves from respiratory illnesses, including COVID-19. Learn more by visiting the center for disease control website.

PMC has a strong history of being a responsible member of the communities we serve and a vital healthcare resource.

Thank you for your loyalty, support and understanding as we navigate through these ever-changing times.

Sincerely,

PMC Healthcare Team