



Shasta Community Health Center
a california health+ center

A Message to Our Patients About Coronavirus COVID-19

Dear SCHC patients,

We wanted to take a moment to talk about the coronavirus, COVID-19, and what steps SCHC is taking to keep our patients and staff informed and safe.

Infection Control: Infection control is always important at SCHC, but with the outbreak of COVID-19, we have really focused our efforts. Our staff always makes sure to wash their hands for at least 20 seconds and to not touch their face. Our cleaning staff has been working very hard to make sure our waiting rooms and exam rooms are clean and sanitized. We have masks for our patients at every station. Our staff also has masks, gloves, and gowns that they can wear, as well as plans in place to protect them in different situations. You will also see hand sanitizer dispensers throughout our centers.

Keeping in Contact: We hope to have the ability soon to do visits over the telephone for patients who are at a higher risk, such as patients over the age of 65, patients who have weakened immune systems, or patients who currently have Covid-19-like symptoms. Instead of coming to the health center for the visit, we would be calling these patients directly, checking them into their appointment and connecting them by phone to their clinical team. Further down the line we hope to be able to include tele-video capabilities to further enhance the visit.

We will also keep in contact with our patients through our patient portal, Shasta Health Connect, as well as sending notices through text and posts on social media. If you are not yet signed up for Shasta Health Connect, now would be a good time to do so. Using the portal allows you to send messages to your health care team, as well as request refills and appointments. If you would like to sign up, please call (530) 246-5824.

If you have a fever, cough, or shortness of breath, we ask that you call us at (530) 246-5845 and speak with one of our nurses before coming into our center. This is important in helping to contain the spread of the virus. The nurse will talk to you about your symptoms and give you instructions.

Testing: We have a limited number of testing kits, so only those that show symptoms and have recently been to places where the virus is active will be tested. If anyone comes to one of our centers and is showing signs of the virus, they will be masked and taken to an exam room right away. A clinician wearing protective gear will

examine them. Once the exam has been done, the room will be thoroughly cleaned. **Again, we ask that you call (530) 246-5845 first so that we can fully prepare for your visit.**

SCHC will be creating a triage area outside of our medical centers for patients to be assessed. We are also working on plans to have a staff member outside of the doors of our centers to ask every patient entering whether they are showing any signs of fever, difficulty breathing, cough, etc. that may be linked to the virus or another issue like the flu. Please be cooperative and honest about any signs. Either way, we want to make sure you get the care you need. We will monitor the community's situation and continue to work closely with Shasta County Public Health and state and federal health authorities, along with local hospitals and health centers.

COVID-19 Symptoms: Call our hotline at **(530) 246-5845** if you have the following:

- Fever, particularly over 100.4 degrees
- Dry cough
- Shortness of breath

Self-Quarantine Guidelines: Many people may not have symptoms or have a mild version of COVID-19, but they can still spread the virus to others. Self-quarantine is important as it helps stop the spread of the disease. It not only prevents others from being sick, but it can also save lives. Data from other countries show that children are not usually hard hit by this virus, but if they or others in your home have a confirmed case, they should be kept at home.

- Stay at home for 14 days, and avoid contact with other people. This includes work (or school), taking public transportation, running errands, or having visitors. Family and friends can drop off essentials like food, but should not come into contact with you.
- Self-monitor during the 14 days. If symptoms start and/or worsen, contact your clinician by phone for instructions. Do not show up at the health center without calling first.
- Try to stay away from others in your home. Wear a mask when going into shared areas, cover coughs and sneezes, wash hands often for 20 seconds, and avoid sharing household items. Regularly clean high-touch areas such as door handles and faucets. Masks for home use are more available to the public and, if worn properly and regularly, will help protect others in your home.

We hope this information is helpful to you and gives you an idea of how seriously we take our role in keeping our community healthy. With your help, we can safely get through this challenge to the health of our community. To stay up-to-date regarding the coronavirus outbreak, you can visit Shasta County Health & Human Service's webpage, www.ShastaReady.org or text "coronavirus" to 211-211.

Respectfully,

Shasta Community Health Center

Is it the Coronavirus, Flu, Allergies, or a Cold?

Do you have a fever?

YES

NO

Do you have shortness of breath?

Do you have itchy eyes?

YES

NO

YES

NO

You MAY have
CORONAVIRUS

You MAY have
the flu

You MAY have
allergies

You MAY have
a cold

Other Symptoms:

- Cough
- Fatigue
- Weakness
- Exhaustion

Other Symptoms:

- Cough
- Fatigue
- Weakness
- Exhaustion

Other Symptoms:

- Sneezing
- Runny Nose

Other Symptoms:

- Sneezing
- Runny Nose
- Mild Chest Discomfort

These are COMMON SYMPTOMS, which can vary from person to person. Only a clinician will be able to tell you for sure.

Sources: CDC, NIH