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March 25, 2020

COVID-19 Update for SMC Patients

We hope that you are staying healthy and following the guidelines set out by the CDC and Governor Newsom on social distancing during this COVID-19 pandemic. We have had to make changes to our medical center procedures in order to stay open to take care of your medical needs while at the same time doing our best to prevent anyone from being exposed to COVID-19. The situation changes daily so we are continuously adjusting how we are operating and will update you regularly.

The following are changes and limitations we have had to make:

- General physicals, routine follow-ups and well-woman exams may be rescheduled. We are working to contact everyone as needed. If you have a specific problem that you feel needs to be addressed sooner please let our staff know. We are shifting care to telephone and video visits to address your needs while keeping you and our staff safe.
- If you develop respiratory symptoms (fever, cough, shortness of breath) please call the health center at (530) 474-3390. We are trying to keep you at home to avoid spreading this virus and will triage you via phone. If your provider thinks you need to come to the clinic for evaluation, we will make you an appointment. Please come to the back sliding door and ring the bell. A staff member will come out to see you at your car.
- DO NOT come into the clinic without an appointment. If you have any fever or respiratory symptoms, call us first (530.474.3390).
- For other medical concerns (non-respiratory), please call the clinic. We are still seeing patients with urgent medical problems that need immediate attention. We may be able to help you with a phone or video appointment, if not we will schedule you for an in-person appointment.
- Please do not bring anyone with you to your appointment unless you require physical assistance, have a mental health or communication need that require assistance with providing information, or if the patient is a child. Guests will be asked to wait outside.
- Currently COVID-19 viral testing supplies are very limited. Your provider will decide, based on the most up to date recommendations, whether a test is indicated. We cannot make exceptions.
- Most people who contract COVID-19 have mild to moderate illness and recover fully. If you are over 60 years old, have diabetes, heart or lung disease or have problems that affect your immune system, you are more vulnerable to serious illness. If you fall into one of these groups, please call the clinic early in the course of your illness.
- As is always the case in an emergency call 911 or go to the emergency room.

We know this is an unusual time for all of us. Please let us know if you are in need of counseling (530) 474-3390 or have a need for food (530) 474-4220. We will continue to send updates as the situation changes. We will work together and get through this.

Sincerely,

Tamí Fraser, CEO