



March 15, 2020

With the current Coronavirus Disease 2019 (COVID-19) Pandemic affecting our community, I want to briefly update you on measures being taken at Gate City Primary Care Center to mitigate the spread of the Coronavirus.

As you might know, the symptoms to look for are **fever, cough and trouble breathing**. These symptoms are also common with some other medical problems. That is why it is very important to contact our office for guidance if you develop any of these symptoms. Should you develop a fever, cough or have trouble breathing, please contact our office ahead of your scheduled appointment, so that our medical staff can prepare our office for your arrival and in some cases, we may direct you to the emergency room. Our office will administer the COVID-19 test and process through LabCorp, a third party. Unfortunately, test results will not be available immediately. Therefore, it may take at least 3-4 business days before your test results are available. In the meantime, you will be given medical guidance on what to do for home care.

It is important to be aware of the following measures to reduce the spread of the disease:

- Avoid handshaking.
- Wash your hands with soap and water for at least 20 seconds (please view the hand-washing video [here](#))
- Avoid touching your **eyes, nose or mouth** with unwashed hands.
- Avoid crowded places.
- Cover your mouth and nose with a tissue or your sleeve when coughing or sneezing.
- If you are sick, seek medical attention.

For all scheduled appointments with our practice, I recommend you come alone inside our office building. Please do not bring children or someone else with you, unless it is absolutely necessary you need a person to accompany you to the office.

Please note my staff disinfects the examination rooms after each visit and the waiting room daily.

As we do our best to provide the utmost medical care to our patients, we will soon launch a telemedicine service for you to conference a call, by appointment, to our medical team from the comfort of your home or workplace. We will release communication to you very soon.

If you would like to stay informed about the COVID-19 Pandemic, the following CDC website is very helpful ([link here](#)). You will find additional information about how to prepare and protect yourself and family members. You can also visit the local health department [website](#) or listen to the CNN podcast [Coronavirus: Facts and Fiction](#) for further information about COVID-19.

Please Stay Safe!

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