

Dear Valued Patient,

We are reaching out with important information regarding COVID-19, commonly referred to as the Coronavirus. As concerns over the spread of this virus rises, we want to share the screening guidelines put forth by the New York State Department of Health.

We are asking all patients to refrain from coming to any of our offices if you believe you may have the symptoms or risk factors for COVID-19. PLEASE call our office first and our team will evaluate your symptoms over the phone and assist you with the proper guidance for care. We are also implementing options such as phone and video visits to allow our patients to still be cared for at this time. This option must be arranged through your provider office.

We are not doing COVID-19 testing at our offices, nor the hospital or emergency room. Patients must be tested at the Wyoming County Health Department after your provider has decided it is necessary for you to be tested. You **cannot** go to the Wyoming County Health Department without provider recommendation for testing. If you come to our office we will not be able to screen you, and it may potentially put other patients at risk. If you call we will have one of our providers speak with you and make sure you receive the appropriate care.

Please review the guidelines below to familiarize yourself with the symptoms and the risk factors for COVID-19.

If you have any questions or concerns, please give our office a call.

The New York State Department of Health Guidelines for screening are listed below.

If you meet any of the guidelines, please call our office right away for further direction.

- Fever or signs/symptoms of lower respiratory illness (e.g. cough or shortness of breath) AND have been in close contact with a person confirmed to have COVID-19.
- Fever or signs/symptoms of lower respiratory illness (e.g. cough or shortness of breath) AND have recently traveled outside the country within 14 days of showing signs of symptoms.
- If you are currently in mandatory or voluntary quarantine AND develop symptoms of COVID-19.
- Fever with severe lower respiratory illness AND no source of exposure has been identified and you haven't received an alternative diagnosis.

These criteria are intended to serve as guidance for evaluation only. As always, if you have any health concerns our providers are here to assist you. Please call our office.

Thank you.

