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## **OUR GUIDANCE & RESPONSE FOR COVID-19**

**Taking care of our patients is at the center of everything we do.**

**We value the trust you place in us every day.**

**We take this responsibility seriously, so I want to share with you some of the steps we are taking for you and our Be Well Medical team.**

- In addition to sanitizing exam rooms in between each patient, we are sanitizing all countertops, knobs, bathrooms, keyboards, and other frequently touched surfaces every other hour or more often as we see fit. This include the phlebotomy lab and pharmacy.
- Because every patient encounter is unique, individual care decisions require independent medical judgement. We ask all patients with symptoms of the flu or uncertainty of a viral infection, to let us know before coming to the office. We may be asking you to enter our office through a private entrance in the back of the building and avoid using the reception room. We might place you in a negative air pressure exam room to minimize exposure to others.
- Our telephone call volume is tremendous. We are requesting if you need to talk to a Provider, try to schedule a telemedical visit using our Healow portal or call the receptionist to assist you with this. We are designating a Provider to be available quickly for telemedical visits. This method can reduce unnecessary visits to the office and we are pleased to offer you this virtual care. Also, for routine refill requests, please go through your pharmacy to request this electronically. Reducing telephone traffic will help us tremendously to better serve you.
- Masks are available to those who require it.
- Deferral of routine medical visits and wellness exams should be considered for patients with any chronic condition or being over the age of 60. Due to uncertainty, this includes individuals living with HIV.

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## **Use good hygiene practices to prevent the spread of COVID-19 and other respiratory diseases.**

- Learn about the signs and symptoms of COVID-19. Symptoms include fever, cough, and difficulty breathing. Not everyone requires testing for this virus.
- The first line of defense is to stay healthy. You can boost your immune system by eating nutritiously, exercising, and getting enough sleep. Please refer to our podcast on “Why We Sleep” to discover sleep’s benefits that can be found on our website [www.doctorbewell.com](http://www.doctorbewell.com)
- Supplements such as multiple vitamins, turmeric, CBD, or Riboceine may be of benefit to boost your immune system. There may also be some benefit from reducing carbohydrates.
- STAY HOME IF YOU ARE SICK, and advise others to do the same.
- Communicate and reinforce best practices for covering coughs and sneezes with a tissue or sleeve.
- Avoid close contact with people who are sick. Avoid large gatherings.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Communicate and reinforce best practices for washing hands. Wash your hands often with soap and warm water for at least 20 seconds. Use an alcohol-based hand sanitizer with at least 60% alcohol if soap and warm water are not available. You can make your own by using 2 parts 99% rubbing alcohol with 1part gel.
- Clean and disinfect frequently touched objects and surfaces (computers, keyboards, desks, etc.). You can make your own disinfectant using  $\frac{3}{4}$  cup of household bleach to 1 gallon of water.
- Implement social distancing measures as feasible, it’s not a good time to meet people found on social media. Substitute elbow taps or winks for handshakes.

Now is not the time to panic. A public health nurse friend of ours provided me with the following link that puts COVID-19 in perspective. It is <https://youtu.be/6dDD2tHWWnU>. We encourage you to monitor the CDC website <https://www.cdc.gov> for additional information as this rapidly developing public health matter changes.

The entire staff of the Be Well Medical Center is centered around enriching lives and keeping our community healthy. Thank you for your continued trust.

Paul Benson, D.O.