



COMMUNITY HEALTH & WELLNESS PARTNERS

Care... To Live Life Fully

Updated Information from Community Health & Wellness Partners Regarding: COVID 19, In-Office Visits and Televisits

March 25, 2020

Dear Community Health & Wellness Partners Patient,
Over the last couple of weeks, rapid changes have occurred in how we live our lives. Governor Dewine, upon recommendation of medical experts, has taken progressive action to lessen the spread of COVID 19, by closing places where people come together in groups. Now, as much as possible, we have been encouraged to stay in our homes and practice social distancing.

What we have done:

At Community Health & Wellness Partners, we have taken measures to keep you safe and to keep our staff safe, as we continue to care for you. These measures include the following:

1. We decided to cancel Walk-In Visits, to control the potential of infecting staff and other patients. We ask that you call before coming into the office. We have extra nurses ready to answer your phone call.
2. We temporarily closed our Indian Lake Community Health Center, in order to consolidate our staff.
3. We called to reschedule our more vulnerable patients, to limit their risk of exposure to COVID 19. Vulnerable patients are those older than 60 or have heart disease, lung disease, diabetes or some other condition that affects their immune system.
4. Our Behavioral Health providers are seeing patients by Televisits.
5. We are asking questions and screening patients and visitors, as they arrive for their appointment, to be sure that they do not have a fever or concerning respiratory symptoms.
6. We are seeing patients at our West Liberty Community Health Center who do not have respiratory illness, and particularly not seeing anyone with COVID 19 symptoms at this location.
7. At our Bellefontaine Community Health Center, we are seeing patients with respiratory symptoms. At this center, you can be evaluated for influenza (flu) and strep throat. Further testing and treatment can then be given, depending upon your symptoms and the evaluation. There is a process for considering COVID 19 testing, but, overall, **testing for COVID 19 remains extremely limited** and is reserved for the very ill patient who is in the hospital. We are hopeful that testing for COVID 19 will be more available in the coming weeks.

Bellefontaine
212 E. Columbus Ave. Suite 1
Bellefontaine, OH 43311

Indian Lake
8200 St. Rt. 366, Suite 1
Russells Point, OH 43348

West Liberty
4879 US Rt. 68 South
West Liberty, OH 43357

Phone: 937.599.1411 • Fax: 937.599.4128

chwplc.org

Televisits:

We are also offering telemedicine visits to our medical patients. You can participate in a telemedicine visit if you have portal access and have a smart phone, iPad, tablet or computer with a camera.

- If you do not already have access to Community Health & Wellness Partners patient portal, contact our office at 937-599-1411 to become web enabled. Have an up to date email address, when you call.
- Directions on using your portal can be found at www.chwplc.org. Look for the video link, “How to Prepare for a Televisit.”
- You can also find instructions on www.chwplc.org for using our mobile app, Healow, for telemedicine, once you are established on the patient portal. Healow will allow you to participate in a telemedicine visit on your smartphone, iPad or tablet, feeling a bit like Facetime.
- If you have a family member who is a Community Health & Wellness Partners patient who you think may struggle with the Televisit technology, please plan to accompany them during the telemedicine visit, just as you have done during visits in the office. Given the current concerns, though, practice social distancing during the visit.

Coronavirus (COVID 19):

What are the usual symptoms?

- Fever
- Cold symptoms (congestion, runny nose)
- Cough
- Muscle and joint aches
- Shortness of breath (trouble breathing, wheezing, chest pain)
- Diarrhea

What are the concerning, more serious symptoms?

- Shortness of breath (trouble breathing, wheezing, chest pain)
- Confusion (altered mental abilities)
- Abdominal pain or decreased urine output

What do I do if I am having symptoms?

- Call the office (937-599-1411) to speak with a nurse, who will discuss your care with a provider.

- If your symptoms are mild, we can either arrange a Televisit or an in-person visit at the Bellefontaine Community Health Center.
- If your symptoms are more intense, we can arrange an in-person visit at the Bellefontaine Community Health Center.
- If you are having the serious symptoms (shortness of breath, confusion, abdominal pain, or decreased urine output), we will help arrange for your evaluation at an emergency room.

What you can do to prevent the spread of Coronavirus (COVID 19):

1. Wash your hands frequently with soap and water.
2. If you are sick, stay at home and away from other people. If you need a note for work, we can provide one.
3. Avoid touching your eyes, nose and mouth, as this can increase the chance of infection with COVID 19.
4. Avoid close contact with people who are sick.
5. Clean and disinfect frequently touched objects and surfaces in your home using a regular household cleaning spray or wipe.
6. Make sure that you have adequate food and supplies at home.
7. Also, make sure that you have an adequate supply of your medications. If you need refills, call our office (937-599-1411).
8. If you are older than 60 or have lung or heart disease, diabetes or immunity concerns, be aware that you are more susceptible to the more severe form of the COVID 19 infection. Decrease your risk by avoiding large gatherings of people, as now mandated by the Governor. Please realize that children can be infected with no symptoms, which may place you or others at risk of infection from a healthy appearing child.
9. If you are able to work from home, please do so. Practice social distancing, by avoiding groups and maintaining 6 feet between you and other people.
10. Call the office before coming in, as we need to appropriately screen who comes into the office.
11. Follow instructions from government agencies, particularly your Health Department.
12. You may find more information from Community Health & Wellness Partners on our website (www.chwplc.org), portal and Facebook.

Your health and safety are our biggest priority. Please be aware that the current health crisis is serious. Do what you can to keep yourself healthy and to protect others around you. Together, we will get through this.

Best regards,

Your Entire Healthcare Team
Community Health & Wellness Partners