

Patient information regarding COVID-19

Welcome to NorthShore Medical Group. We understand and share in your concerns around the novel coronavirus (COVID-19). We are taking the spread of COVID-19 very seriously. Please be aware that we are taking many steps to help ensure the safety of our patients and staff. Your care is our top priority, we are glad you chose us to care for you today.



We are taking the following measures to help contain the virus:

- Screening questions to ensure that patients coming into the clinic are not at risk of spreading a virus.
- Patients to stay in their car and call in if they think they may have been infected with the virus (including fever, new cough or new shortness of breath).
- Signage at the door of the lobby to remind folks to call if they are experiencing symptoms.
- Patients with symptoms will be escorted through a different door directly to designated exam rooms by staff using personal protective equipment (masks, gloves, gown, etc).
- Dedicated providers for these specific types of patients, in order to decrease the chance of putting any of our staff at risk (age, underlying health risks, etc). Patients may not always see their regular provider but will still receive the best of care.
- Office is barer in order to better keep it sanitized.
- All magazines, kids' books, and coffee service have been removed to help control contamination. These will be back as soon as we feel that they will not cause any issues for our patients.
- Also giving the option for well patients to check-in and/or wait in their car.

We ask you to take the following measures to help lessen the spread of the virus:

- **Extremely important:** Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough (with the inside of your elbow) or sneeze with a tissue, then throw the tissue in the trash.
- Stay calm and up to date on the latest recommendations from reliable sources. The CDC website is a great and reliable resource. Please be aware that unverified information on social media may not be accurate.
- If you are sick and think you may have been exposed to someone with COVID-19, please call our office at (509) 493-2133 from your car to check in for your appointment. We can send someone to evaluate you prior to entering the building.

NorthShore Medical Group is here for the community. Together, we will help keep each other healthy and safe. Please let us know if there are other ways we can help. We look forward to seeing you.