

The header features a blue background with several stylized virus particles in shades of blue and white, scattered around the text. The main title 'Coronavirus Update' is in a large, bold, yellow font. Below it, the word 'from' is in a smaller, bold, yellow font. The CareMount Medical logo is centered, consisting of the text 'CAREMOUNT MEDICAL' in white, with a circular graphic element above the 'O' in 'MOUNT'. Below the logo is the tagline 'Healthcare That Revolves Around You.\*' in a smaller white font.

# Coronavirus Update

from



Healthcare That Revolves Around You.\*

Dear CareMount Patient:

Thank you all for being a CareMount patient. With your health and safety in mind, we are working day and night for you. As the leading physician practice in the state, our physician and nurse experts have become A LEADING source of information for medical groups and health systems throughout the country. CareMount's strong reputation as a leader in patient care ensures that **you and your loved ones** will be cared for now and in the years to come.

## VIRTUAL VISITS

Now, more than ever, having the option to see a physician online virtually instead of going into an office is key. You can still receive quality medical care from your CareMount provider without leaving your home. Most of our doctors, specialists and advanced practice professionals are available by video. Call today to schedule a virtual visit with your CareMount provider. The office phone number is located on your provider's profile page on the CareMount website [caremount.com](http://caremount.com) to schedule a Virtual Visit with a CareMount provider. After you call for an appointment, follow the instructions at the bottom of this email.

## TESTING

At this time CareMount is able to obtain testing for Coronavirus only on a very limited basis. Since testing capacity is limited we can only test the highest risk patients. High risk patients have symptoms and are defined as elderly, those with chronic medical conditions such as COPD, diabetes, high blood pressure and cardiovascular disease, or definite exposure to a known case of Coronavirus.

Today, patients with mild cold or flu-like symptoms cannot be tested. We recognize that you would like to be tested for peace of mind but we cannot and will not test you for COVID-19. Please do not go to your doctor's office or urgent care location for these reasons.

If your symptoms worsen to include fever for more than three days or shortness of breath/difficulty breathing and body aches, you should visit the nearest CareMount Urgent Care for evaluation and treatment.

## OFFICE VISITS

On Monday March 16<sup>th</sup> we shared our COVID-19 screening procedures including the requirement that you attend any appointments alone. If it is critical for someone to accompany you, your guest will be screened using questions for Coronavirus and, if deemed positive for risk factors, he/she will have to wait outside the building. If a patient or guest refuses to wear a mask when asked by staff, he/she will also be asked to leave or wait outside the office. Please familiarize yourself with all of our screening procedures as listed in our March 16<sup>th</sup> patient email (also available on our website [caremount.com](http://caremount.com)).

Remember, your primary care provider will be dividing his/her morning and afternoon schedule to accommodate sick patients (fever, chills, cough, sore throat, sneezing or shortness of breath) and well patients (the absence of these symptoms) as follows:

### Morning

Patients who do not have chills, cough, sore throat or shortness of breath and who have the following types of visits, will be scheduled prior to 1:00 pm.

- Physicals
- Annual Wellness Visits

- Consultations
- Routine Follow Up Visits
- Patients (over age 65 and/or those with co-existing medical conditions)

#### Afternoon

Sick patients (fever, chills, cough, sore throat, sneezing or shortness of breath) will be scheduled after 1:00 pm. If you have fever, cough, sore throat or trouble breathing, and you have your own mask, please put it on before entering our facility. Patients with symptoms consistent with COVID, your provider may come outside the building to evaluate you whenever possible.

Please prioritize self-care during these uniquely stressful times and as always our doors are open and we will continue to keep you informed during these unprecedented times.

Be well.

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### Instructions for Virtual Visits

#### 1. Download the App

Virtual Visits are available to CareMount patients who have a camera-equipped computer or smartphone. Mobile device is preferred for successful visits. Download the CareMount 24/7 app from Google Play or the App Store on your mobile device.

#### 2. Create an Account

Follow the prompts to setup a secure profile. First time users will answer health-related questions stored for future visits. Parent/Guardian please register your CareMount 24/7 account first and then add your child/children or dependents to your account.

#### 3. Scheduling and Opening a Virtual Visit

Call your CareMount provider during normal business hours for a virtual office visit. You will receive a confirmation **email** from CareMount 24/7. Fifteen (15) minutes prior to your appointment go to the CareMount 24/7 app on your mobile device, click on your **scheduled appointment** to link to you CareMount provider and start the visit.

#### 4. Tips for your Virtual Visit

Please log into your CareMount 24/7 account on the app no earlier than 15 minutes before the scheduled visit with your provider. Start your registration for the visit. Choose "VIDEO CALL". The provider will join you at the time of your visit. Please make sure you are in a well-lit and quiet location with a strong internet connection

Search the CareMount [Virtual Visit](#) instructional page for more information on virtual visits.

