



*Healthcare That Revolves Around You.®*

**SPRING 2020**

**To our CareMount Patients,**

Protecting your health is always our priority at CareMount, no matter what challenges we face together. The risks that have been posed by COVID-19 have changed the way we do many things, including key aspects of providing health care.

I'm writing to let you know about how we're using new procedures and technology to allow us to meet your health needs while also complying with all the safety guidelines and best practices required by our federal, state, and local governments.

One relatively new technology with which you may have become familiar is our very popular [Virtual Visit](#) option, in which you can consult with your provider online, without leaving home. You can schedule a Virtual Visit online after completing a quick and easy registration. Most insurance companies are now covering the cost of virtual visits.

If you prefer to visit us in person, you can be confident that we're doing our utmost to protect you from infection. For example, at our offices and urgent care centers:

- All persons entering our practices must wear a mask at all times; masks are provided to patients without one.

- We are facilitating social distancing in our waiting areas.
- Patients are offered the option of waiting in their car until the examination room is ready for them.
- We are conducting enhanced sanitizing and using deep cleaning protocols to reduce potential spread of viruses.
- All team members are provided disposable masks and other appropriate personal protective equipment to wear at all times.
- Patients with possible COVID-19 who need to be seen in the office are taken care of at times and locations arranged so that they do not expose others.

**While COVID-19 has forced much to change for the time being, our dedication to ensuring that you have the best of care, conveniently and close to home, remains at the heart of our mission.**

With that in mind, I'd like to ask you to keep in close touch with us. If you have any condition for which you receive regular care, we're here for your appointments, as we've always been. If you'd like to try a Virtual Visit for your next routine appointment, please call your provider to see if that's a good option.

If you have any new concerns about your health, please call us right away and we'll set up a visit in person or online.

Some appointments, primarily for elective procedures, have been deferred temporarily, but protecting your health is paramount—and you can count on us to do that, safely and securely.

On behalf of the entire CareMount team, thank you for bearing with us during these challenging times, and, always, for the privilege of caring for you.



**Scott D. Hayworth, M.D.**  
*President and CEO*  
CareMount Medical

## Health Topics



### **Should My Child See the Pediatrician for Vaccines or Well-Visits?**

We're getting asked by many parents if, during this pandemic, they should bring their children in for vaccinations and scheduled well visits. In general, the answer is yes. Getting those early immunizations in for babies and toddlers has important benefits. It helps to protect them from infections, such as pneumococcus and pertussis that can be deadly, at a time when their immune system is vulnerable. For some children with

special health conditions, or those who are behind on immunizations, waiting is definitely not recommended.

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## Pregnancy and COVID-19: What You Need to Know

The Centers for Disease Control and Prevention (CDC) says women who are pregnant should be monitored more closely than the general population since they are known to be at risk of severe viral illness. Pregnant women experience immunologic and physiologic changes which make them more susceptible to complications from viral respiratory infections.

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## Senior Health: Keeping Anxiety and Stress at Bay

As cases of the novel coronavirus now known as COVID-19 continue to increase worldwide and particularly here in New York State, researchers have learned that older adults and people with chronic health conditions may be particularly susceptible to the respiratory illness, which can cause pneumonia and symptoms such as fever, cough, diarrhea and shortness of breath. The coronavirus is a respiratory disease, meaning it mostly affects the lungs. But when the lungs aren't able to work at full capacity, the heart has to work harder to pump oxygen-rich blood around the body. That added stress can be particularly dangerous for people with heart disease, as well as other underlying health conditions.



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CareMount's mission is to provide

## Call for Your Patient Experience Stories

**Please help share the positive!**

We would love to hear your story about an exceptional patient experience during the Covid-19 pandemic. Email

[\*\*marketinginfo@caremount.com\*\*](mailto:marketinginfo@caremount.com)

patient-centered care in a compassionate environment with the convenience of being close to home.

with your story, which may be used on social media and our website.  
**Thank you!**



## CORONAVIRUS UPDATE

# How to Book An Appointment During COVID



Many of our [offices and Urgent Care locations](#) are OPEN and ready to serve you. As Dr. Hayworth said above, we are keeping all of our offices safe and sanitary by following all guidelines from the CDC and New York State Department of Health. We are taking every precaution to prevent the spread of COVID-19. Check Urgent Care wait times or [book an in-person office](#) visit now.

If you prefer to see our providers online, or if your in-person visit was cancelled, you have the option to [schedule a Virtual Visit](#) with your CareMount provider. We also offer the ability to self-schedule online. Most of our providers are available to connect with you by video, allowing you to receive the care you need while practicing social distancing and decreasing the risk of infection.



**SCHEDULE A VIRTUAL  
HEALTH VISIT**



## Safety Measures During COVID

**Stop the Spread**

As we work together to fight COVID-19, social distancing remains critically important to slow the spread of the virus and keeps everyone safe from infection. The best way to prevent illness is to avoid being exposed to this virus. Social distancing efforts are helping to flatten the curve— but now is not the time to let your guard down. Even if you are asymptomatic and feeling healthy, continue to stay at home as much as possible and follow these guidelines to stop the spread:

- Wash your hands thoroughly for at least 20 seconds or use alcohol-based hand sanitizers.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- If you have access to a reusable cloth mask you should wear it when you leave your house.
- Avoid close contact with people who are sick.
- Stay home when you are sick and encourage your family to do the same.
- Cover coughs and sneezes with a tissue, then throw the tissue in the trash and immediately wash your hands. No tissue? Cough or sneeze into your elbow, not your hands.
- Clean and disinfect frequently touched objects and surfaces.
- Avoid public transportation.
- Practice social distancing. Maintain a distance of approximately 6 feet from others in public places since respiratory droplets produced by coughing or sneezing do not travel more than 6 feet.

### **Watch for Symptoms**

If you have any of the following symptoms, fever of 101 degrees or higher, a cough, or shortness of breath, or have been in contact with someone diagnosed with COVID-19, contact your CareMount provider immediately for next steps. If you have emergency COVID-19 symptoms, such as trouble breathing, chest pain or pressure, confusion, or blue lips or face, go to your nearest emergency room.

### **Stay Connected**

CareMount's team members remain unwavering in their commitment to serving our communities and delivering safe, comprehensive and high-quality medical care. [Visit our alerts page](#) for the latest announcements on service location changes, hours of operation, ways to contact us and more.