Coronavirus COVID-19—Update 3-12-20

In an effort to prevent the spread of coronavirus disease to patients, caregivers, visitors and staff, WMCC is implementing the following measures, based on guidance from the US Centers for Disease Control (CDC):

**Patients with Appointments**

If you have an appointment with us in the near future and are experiencing one or more of the following symptoms:

- Fever
- Cough
- Shortness of breath

AND/OR

- You have traveled to one or more countries that have a Level 3 Travel Health Notice (widespread, ongoing transmission of coronavirus)
  

Then, please call your provider ahead of your appointment to discuss your symptom(s). Do not report to WMCC for your appointment until you have spoken with one of our clinical staff. Our providers will determine the next steps you should take.

**Appointment Day**

Please know that even if you are cleared by your provider and/or are not symptomatic for coronavirus, you will be asked about your current health status upon arrival. If you are feeling any of the symptoms described above, you will be provided with a mask and taken to an exam room for evaluation.

**Limit on Visitors**

To provide the safest environment possible for patients, visitors and staff, we ask that you limit guests to only those considered medical necessary for your care. If you would like to involve others in conversations about your care with your provider, we encourage ‘virtual’ visits by utilizing the speaker function on your cell phone.

We have also asked vendors, contractors and even food delivery personnel to drop off items outside, when possible, and limit their time inside our center to reduce exposure to patients and staff.

**Additional Prevention Measures in our Center**

Along with regular cleaning and disinfection measures, additional steps have been taken to protect patients who are in treatment, those who care for loved ones and our medical staff who work diligently to help patients. We have removed magazines, puzzles and hats from our waiting areas and exam rooms to prevent the spread of infectious disease. We have decided to keep our resource libraries stocked with informational brochures. However, we just ask that if you pick up a brochure, please go ahead and keep it. Do not return it to the resource library.
We have also made the difficult decision to suspend our volunteer activities until we feel that it is safe to resume them. Our volunteers are a beloved part of the WMCC family and asking them to stay home during the height of the coronavirus outbreak is an unfortunate but necessary step to protect them and you.

As we stated in our first update on the coronavirus situation, WMCC strives to ensure patient and staff safety as a top priority throughout the year. Please review the following information regarding general COVID-19 prevention and symptoms. WMCC will continue to monitor the ongoing situation and recommendations from the CDC. We will also coordinate with local health department officials and both Bronson Healthcare and Ascension Borgess to provide the best care possible for those who may become affected.

**Basics and Symptoms:**

COVID-19 is a novel strain of coronavirus that seems to spread easily from person to person through respiratory droplets or by contact with an infected surface or object. Symptoms may appear in as few as two days or as long as 14 days following exposure to the virus. The symptoms that are consistent with COVID-19 include fever, cough and shortness of breath (lower respiratory disease).

**Prevention:**

The CDC recommends prevention measures that are very similar to prevention measures for the flu.

- **Handwashing:** Wash your hands using soap and water for at least 20-30 seconds; especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing or providing care for someone with symptoms. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

- **Avoid touching your face:** It is very common for an individual to touch their face on a regular basis. It is important to avoid touching your face as this is a common way that viruses enter and leave your body. It is additionally important to avoid the T-zone – eyes, nose and mouth.

- **Social distancing:** If you are sick, it is important that you stay home, unless seeking medical attention, and follow good prevention etiquette. If you must be out in public, try to avoid those who are sick.

- **Facemasks:** Facemasks are recommended for those who are sick.

- **Travel guidelines and restrictions:** It is important to avoid travel to areas where an outbreak is occurring. Please check the CDC for travel guidelines.

- **Cleaning:** It is important to clean commonly touched surfaces. Standard disinfecting wipes appear to be sufficient (i.e., Lysol wipes). WMCC is committed to this practice throughout our normal daily cleaning protocol.