



PERSONALIZED HEALTHCARE OF TUCSON

5210 E. FARNES DRIVE

TUCSON, AZ 85712

PHONE: 795-4100 WEB: phcoftucson.com

Message to Patients from your Medical Providers at PHC STEVEN WOOL, ALDINE CHANDLER, KATHLEEN MCLEOD & KARMA MILLER

These last few weeks have been a time of great uncertainty both for our patients and for the medical community in general. New information and recommendations about COVID-19 are being released at a dizzying rate of speed. At PHC we have been following the changes closely and planning how we can best meet our commitment to care for all of you to maximize your health and well-being.

With daily news of the COVID-19, we are all on high alert, and should all expect some fairly disruptive, but temporary changes in the normal scope of how we go about our lives. Various recommendations by our federal, state and local health agencies are focused primarily on slowing down the spread of the COVID-19 to reduce the number of deaths and to avoid the very dangerous potential of overwhelming our healthcare system. PHC is instituting temporary protocols in the office with your health and safety in mind.

1. If you have a cough, fever, sore throat, shortness of breath or difficulty breathing:
 - o Do not come to the office. Call **520-795-4100** and our staff will screen you. Based on your answers to the screening questions, our staff will let you know what to do next.
 - o To avoid unnecessary exposure for you, other patients, and staff, you may be directed by our Medical Providers to drive to the back of the office for testing. Remain in your car, and call **520-795-4100** to let the staff know you have arrived. A Medical Provider will meet you and perform the testing.
 - o The supply of tests for COVID-19 is limited and results thus far are not instantaneous. The current availability of tests does not allow testing of everyone and at this time is limited to symptomatic patients. This situation should change in the near future.
2. All non-essential medical appointments should be postponed. This includes well-visits, physicals, and chronic stable condition monitoring (i.e. routine follow up visits).
3. Phone calls are the most immediate method to use should you need to speak with your Medical Provider. Your Medical Provider will determine if a more in-depth evaluation is needed. Alternative methods of evaluation may be by Face-Time, Skype, or other platforms we are working to identify and implement quickly. We will send out information via letter and website as to how to do this.
4. It would be helpful for patients have a pulse oximeter (a fingertip device that measures heart rate and oxygen saturation of the blood) and a reliable digital thermometer at home. This will enable you to report your temperature, oxygen saturation and pulse rate if consulting remotely with your Medical Provider. Pulse oximeters and digital thermometers are readily available at drug stores.
5. Dr. Wool is on Twitter, **@realwoolmd**, to send out information and to notify you of important updates when they are posted on the website. You can sign-up to follow **@realwoolmd** on the PHC website **phcoftucson.com**. The Twitter symbol is in the middle blue block of the banner at the top of the website. Click on the button and follow the instructions.