

How our facility is keeping patients safe from COVID-19

Mercy Doctors Medical Group is prepared for the possible arrival of patients with coronavirus disease 2019 (COVID-19). We are committed to keeping patients safe and are taking the following steps to reduce the risk of COVID-19 in our patients and staff:

- **We are providing extra training for staff and education for patients about the importance of hand hygiene, facemasks, respiratory hygiene, and cough etiquette.**

Tissues, alcohol-based hand sanitizer, and trash cans will be provided in the waiting area and treatment area. Soap and water will continue to be available at all handwashing sinks and in the restrooms.



- **We are monitoring all staff for symptoms of COVID-19.** We are instructing staff who have symptoms of COVID-19 (e.g., fever, cough, shortness of breath, sore throat, muscle aches, tiredness) to stay home and not come to work.

- **We are monitoring patients and visitors for symptoms of COVID-19.**

Call ahead if you have fever, new cough, sore throat, tiredness, muscle aches or shortness of breath. This allows us to plan for your arrival and take infection prevention steps to keep you safe.



***** Call us at:**

**M-F 9a-5pm (415) 752-0100 press 2 to speak with a live person
Outside office hours/weekends (415) 752-0100 press 8 for answering service to be referred to the on-call doctor**

- **We are prepared to quickly identify and separate patients with symptoms of COVID-19.**

All patients will be screened upon entry to the facility and instructed to continue wearing their cloth face covering. Patients with symptoms of COVID-19 will be treated in a separate area.

- **We are training staff about proper use of personal protective equipment for COVID-19.**

You may see a change in the personal protective equipment (i.e. gowns, masks, gloves) that staff are asked to wear.



- **We are continuing our routine cleaning and disinfection procedures as these procedures are recommended for protecting patients from COVID-19 in outpatient settings.**

Any surface, supplies, or equipment located within the patient station will continue to be disinfected or discarded. We will ensure any surface, supplies or equipment located within 6 feet of an ill patient is disinfected or discarded.

- **We are limiting staff and visitors coming into our medical office.**

We are limiting non-essential staff entry into the facility by exploring ways to provide care to patients remotely (e.g., using telehealth options).

We are restricting visitor access to only those who are essential for the patient's care. Visitors will be screened for symptoms of COVID-19 prior to entry. Visitors will be asked to wear their cloth face covering and limit their movement in the facility.



- **We are encouraging patients and staff to share all questions and concerns related to COVID-19.**

Don't be afraid to use your voice. It is okay to ask staff questions about treatment changes and ways to protect yourself and your family.



- **We are staying up-to-date with the latest information from CDC's COVID-19 web page: www.cdc.gov/coronavirus.**

Thank you for everything you are doing to keep yourself and your loved ones safe. We will keep you informed about any new precautions we think are necessary. Please feel free to contact us with additional questions.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)