



April 3, 2020 @ 4:00PM

COVID-19

INFORMATION RELEASE

Telemedicine appointments are now available at all CVRMC clinics. Clinic numbers are listed on Page 7.

HOSPITAL UPDATE:

- The ER never closes.
- CVRMC is still accepting walk-in visits but screenings are taking place outside the doors. Please call ahead TO ANY PHYSICIAN OFFICE if you are experiencing shortness of breath, coughing, fever. Physician numbers are listed on Page 7.
- Patients entering the hospital for services (lab, imaging, cardiopulmonary, physical therapy, wound care) will be screened. If the Patient does not meet one of the screening criteria, the patient will be issued a mask and will proceed to registration.
- MASK INFORMATION - if you are issued a mask, please have your nose and mouth covered throughout the duration of your time at CVRMC. If you touch your eyes or face, have to adjust or remove your mask at any time, please use proper hand hygiene after – wash your hands for 20 seconds or use hand sanitizer.
- Two entry points remain in place at the hospital: Main Entrance and the Emergency Entrance. Everyone is to use one of these two entry points and go through the screening process.
- New Visitor restrictions are 1 Designated Visitor is allowed in the hospital for:
 - Mother in Labor
 - Pediatrics
 - Surgery
 - Special Needs
 - Infusion

Special circumstances will be reviewed for approval by the Administrator on call.

- The Designated Visitor name will be given by the patient to the nursing staff.
- At the Main Entrance and all CVRMC Clinics: Patients, Designated Visitors, and Employees will be screened with a temperature check and a questionnaire.
- At the ER Entrance: The Patient will be asked if he/she has a respiratory issue or is coughing. If yes, the patient will be masked and moved directly to registration. If the patient has someone assisting them, that person will be screened at the first convenient moment.
- If it is determined that a Designated Visitor or Employee has a temperature or fails any of the questions, they will not be allowed to enter the hospital or clinic.
- Patients, Designated Visitors, and Employees will be given a “Screening Sticker” after completing the screening process at the hospital and clinic entry points. They will be required to wear the “Screening Sticker” where it is visible.
- If a person is in the hospital without a “Screening Sticker,” they will be asked to exit and go through the screening process or they may choose to leave campus or wait in their car if they are waiting for someone in the hospital.
- Main Entrance to the hospital hours are 6:30AM – 5:30PM.
- ER Entrance never closes.

- **PHYSICAL THERAPY** will be screening patients at the Physical Therapy department. If the patient is special needs (physically or mentally), requires special assistance, or a child, 1 person may accompany the patient on the visit. If you have any questions, please call 928-402-1280.
- **PHARMACY** is encouraging patients to call ahead for “curb side” service, 928-402-1192, push #3 to let the Pharmacy know you are at the curb. Patients may also text ahead to 520-357-0163 and leave your name, date of birth, and description of your car. If you arrive at the front of the hospital, with or without calling ahead, a greeter will get your name and date of birth and pick-up your prescription and bring it to you.
- **MEDICAL RECORDS** would like to encourage patients to use the “Patient Portal.” If the patient is unable to use the “Patient Portal,” call 928-402-1166 and someone from Medical Records will get your information. A time for pick-up will be given to the patient. The pick-up location is at the old entrance of the hospital, near the flagpole. Take a right at the end of Hospital Drive and then a quick left. At the end of the parking lot is the flagpole and circle drive. When you arrive call 928-402-1166 and someone will run the patient records. Patients must sign and show identification.
- Law enforcement, Firefighters/EMS, on campus physicians and office staff can enter the hospital through the two screening points.
- If you have, or are being evaluated for COVID-19, please follow the instructions put forth by the Gila County Health and Emergency Management Department found on Page 3 and Page 4 of this document.
- If you need to come into the **EMERGENCY DEPARTMENT AND HAVE SYMPTOMS OF FEVER-COUGH-SHORTNESS OF BREATH, CALL 928-425-3261, EXT. 1026 BEFORE COMING INTO THE ER.** Staff will instruct you of the procedure coming into the ER. See Page 5 under “Testing.” CVRMC continues to follow the state guidelines for “meeting criteria.”

The surge capacity of the hospital is 50 beds (14 ICU). If this disease should spread quickly, the number of needed beds may surpass the number of beds available. This is why social distancing, limiting personal contact, covering your cough and sneeze, washing your hands, and staying at home unless it is an emergent situation are critical actions. These behaviors help to slow down the spread of the disease to people at high risk who may need hospitalization. Patients who are hospitalized for other medical conditions need to be considered in this bed count, also.

Questions and Answers:

Q: “I have to have my blood drawn. If I have a COVID-19 symptom, am I sent away?”

A: No. The hospital is open for all ancillary services (lab, imaging, physical therapy, wound care, cardiopulmonary, etc.) and clinic appointments. You will be given a mask. Please keep it on at all times. Use social distancing. If you touch the mask or any other part of your face, please wash or sanitize your hands.

Q: “Is it safe for me to go into the hospital?”

A: Yes. The hospital is taking every precaution to ensure sterilization and cleanliness. Please practice social distancing, cover your cough/sneeze in your elbow, wash hands.

Q: “Is everyone getting screened?”

A: Everyone coming into the hospital is getting screened.

Q: “Are there any cases of Coronavirus in our area?”

A: As of April 3 at 2:30PM, there are 2 known cases in Payson. None known cases in Southern Gila County.

Q: “Why can’t I stay with my loved one?”

A: It has been shown in other areas of the country that limiting the number of people in and out of the hospital has been very beneficial in slowing the spread of the disease. We have to work together to slow the disease down in order to have enough medical supplies, personnel and beds to care for those who might become sick. We highly encourage Facetime, Skype, Facebook, etc. to keep in contact with your loved one. The hospital is also working on the equipment to provide Zoom Meetings to help connect patients to their loved ones.



Gila County Health & Emergency Management

5515 South Apache Ave., Suite 100, Globe, AZ 85501 | PHONE: (928) 402-8811 | FAX: (928) 425-8817
107 W. Frontier Rd., Suite A, Payson, AZ 85541 | PHONE: (928) 474-1210 | FAX: (928) 474-7069

Coronavirus Disease 2019 (COVID-19) Outbreak: Person Under Investigation (PUI) & Close Contact At-Home Guidance**

If you HAVE or ARE BEING EVALUATED FOR COVID-19, you should:

- **Stay at home** except to get medical care. Do not go to work, school, or public areas, and do not use public transportation or taxis.
- **Call ahead** before visiting your doctor.
- **Separate** yourself from others in the home.
- **Wear a facemask when in the same room with other people and when you visit a healthcare provider.**
- **Cover** your coughs and sneezes.
- **Wash your hands** and avoid touching your eyes, nose, and mouth.
- **Avoid sharing household items** like dishes, cups, eating utensils, and bedding.
- **Monitor your symptoms** and seek medical care if your illness is worsening.
 - **Before** going to your medical appointment, call the healthcare provider and tell them that you have, or are being evaluated for, COVID-19.

You will be asked to stay in home isolation:

- 1) If you have **tested positive** for COVID-19, you should:
 - Remain in home isolation for **7 days** after your COVID-19 testing **OR** until **72 hours** after your fever and symptoms of acute infection are gone, **whichever is longer**.
- 2) If you have a fever and respiratory symptoms and **have not tested positive** for COVID-19, you should:
 - Stay home away from others until **72 hours** after your fever and symptoms or acute infection are gone.

**Current as of 3/25/20. Recommendations are subject to change as the situation evolves.



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If you LIVE or HAVE HAD CLOSE CONTACT with someone who has or is being evaluated for COVID-19, you should:

- **Monitor your health** starting from the **day you first had close contact with the person** who has or is being evaluated for COVID-19 and **continue for 14 days** after you last had close contact with the person.
- **If you do not have any symptoms, you can continue with your daily activities** such as going to work, school, or other public areas.
- **Watch for these signs and symptoms:**
 - **Fever. Take your temperature twice a day.**
 - **Coughing.**
 - **Shortness of breath or difficulty breathing.**
 - **Other early symptoms to watch for are chills, body aches, sore throat, headache, diarrhea, nausea/vomiting, and runny nose.**
- **Have only people in the home who are essential to providing care for the person** – other household members should stay in another home or place of residence. **If this is not possible**, they should stay in another room and be separated from the person as much as possible.
- **Wash your hands** and avoid touching your eyes, nose, and mouth
- **Avoid sharing household items** like dishes, cups, eating utensils, and bedding
- **Clean all “high-touch” surfaces**, such as counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables with a diluted bleach solution or a household disinfectant that says “EPA-approved.”
 - To make a diluted bleach solution, add 1 tablespoon bleach to 1 quart of water.

If you develop fever or any of the symptoms listed:

- **Call your healthcare provider right away.**
- **Before going to your medical appointment**, be sure to tell your healthcare provider about your close contact with someone who is confirmed to have or is being evaluated for COVID-19. This will help the healthcare provider’s office take steps to keep other people from getting infected.
- **Ask your healthcare provider to call the Gila County Health Department:**
 - **Monday–Friday 8AM–5PM** - call **(928) 402-8811** and ask for Communicable Disease;
 - **After 5PM and on weekends** - The Arizona Poison Control System is available to answer questions about COVID-19 from Arizona providers (for testing and patient guidance) and the general public (for testing, isolation, and quarantine guidance) at 1-844-542-8201.

TESTING

- Due to shortages of supplies, not everyone that wants a test for COVID-19 (Coronavirus) will be tested. These limited supplies will be reserved for severe cases who “meet criteria” set forth by the Arizona Department of Health Services. Also, state and commercial testing sites are experiencing an overload causing these facilities to bottleneck. This prevents those who are acute cases from receiving the results of tests in a timely manner. Currently taking between 5 to 9 days.
- Please keep in mind the other severe illnesses that hospitals and clinics are testing for and treating such as pneumonia, emphysema, COPD, cardiovascular disease, cancer, etc. and other contagious illnesses and injuries.
- A physician must recommend testing and that is why it is so important to follow these instructions:
 1. **If you are experiencing severe symptoms of:**
 - **Fever**
 - **Cough**
 - **Shortness of breath**
 - **CALL YOUR PRIMARY CARE PHYSICIAN FIRST BEFORE GOING INTO THEIR OFFICE. Phone numbers are on Page 6 and Page 7**
 - **THEY WILL INSTRUCT YOU ON THE PROTOCOL THEY HAVE SET UP FOR YOUR VISIT.**
 - **AGAIN, PHONE NUMBERS ARE ON PAGE 6 and Page 7.**
 2. **IF YOU ARE HAVING SEVERE SYMPTOMS AND NEED TO COME INTO THE ER:**
 - **PLEASE CALL AHEAD TO **928-425-3261, EXT. 1026**, THE STAFF WILL GIVE YOU INSTRUCTIONS AND THEY WILL TAKE PROPER PRECAUTIONS TO CARE FOR YOU.**
 3. The Arizona State Public Health Laboratory has devised a testing matrix that physicians are using as a guide. Sometimes this is called “screening” or “meeting criteria” for testing. You will be asked about your exposure to anyone with a CONFIRMED case of Coronavirus, health history, and other questions. The physician will check for fever, signs/symptoms of lower respiratory illness and other lung conditions.
 4. If the physician determines that you “meet criteria,” the Coronavirus test will be administered. This will be done through a nasal swab (nasopharyngeal swab).

5. The test will be sent to a state or commercial lab where it will take 7 - 9 days to get the result.
6. You will be asked to stay quarantined (home isolation) until results are back.
7. If the test comes back positive, you will be quarantined for 14 days.

NOTE: Data is indicating that the most vulnerable are the senior population (over the age of 60) and those people with chronic diseases such as respiratory disease, cardiovascular disease, hypertension, cancer, diabetes, etc.

TREATMENT

- There is no medication to treat COVID-19. It is a viral infection and has to run its course. Stay in bed, get enough rest, drink plenty of water, etc.
- People that are hospitalized due to extreme, severe symptoms have to receive special respiratory care during the illness.
- People who are mildly ill with COVID-19 are able to recover at home. Do not leave, except to get medical care. Do not visit public areas. We need to be aware of those who could become seriously ill if exposed to the virus: The elderly and those with compromised immune systems, for example.
- **Please follow the instruction provided by the Gila County Health and Emergency Management Department on Pages 2 and 3.**

PRECAUTION AND SLOW DOWN OF THE SPREAD– Help protect the most vulnerable

- WASH YOUR HANDS frequently for at least 20 seconds.
- Cough/sneeze with your mouth tightly nestled into your elbow or into a tissue tightly around your mouth. Wash or sanitize your hands after each event.
- Refrain from touching the “T Zone” of your face --- eyes, nose, or mouth.
- Avoid close contact with sick people.
- Clean and disinfect high-touch surfaces often.
- Avoid shaking hands or other close contact greetings.
- Whenever possible, keep a safe distance from others, 6 – 10 feet.
- Stay home when you are sick.
- Coronavirus Disease spreads through close personal contact with a sick person.
- Symptoms may show up 2-14 days after contact with an infected individual.

FOR THE MOST CURRENT INFORMATION:

- Center for Disease Control web page: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
- AZ Department of Health Services: <https://www.azdhs.gov/>

Local Primary Care Physician Office Phone Numbers

CV Family Practice 928-425-7108

Dr. Douglas Campbell Dr. Travis Charles Mark Wyma PA-C
Tyler Foulger PA-C

CV Red Rock Clinic 928-425-8151

Dr. Joseph Ring Dr. Bradley Werrell Tyler Foulger PA-C

CV Clinics @ the Hospital 928-425-3247

Beau Bradley PA-C Zach McBride PA-C

CV Pediatrics 928-425-3247

Dr. Murray Caplan

CV Superior Clinic 520-689-2423

Blaine Jensen, PA-C Dr. Douglas Campbell

CV Tonto Basin Clinic 928-479-2871

Dr. Douglas Campbell Beau Bradley PA-C

CV Pleasant Valley (Young, AZ) 928-462-6644

Blaine Jensen, PA-C

CV Kearny Clinic 520-363-5573

Michael Smith, PA-C

Palo Verde Family Care 928-425-6592

Dr. Oscar Andrade Dr. Melde Tina Mugford, NP

Hope Family Care 928-425-8200

Dr. Holly Rooney **Chad Campbell, PA**

Pinal Mountain Internal Medicine 928-402-0096

Dr. Brent Layton

Canyonlands Healthcare 928-402-0491

Sara Bennett, NP **Jenni Kuker, NP** **Jean Turney-Shaw, NP**