



March 14, 2020

Dear Patient:

We are reaching out to our patients of Ocean Breeze Medical Group to provide information and direction on the Novel Coronavirus (COVID-19) outbreak. We remain in contact with public, state and national health agencies, including the Centers for Disease Control (CDC) for their latest guidelines and are on alert for any new developments. You can look forward to updated information from us in the event there are developments that impact your health and our delivery of care to you.

We are taking heightened measures to keep all our patients and staff safe during this pandemic. I encourage you to remain calm if you have symptoms. They could be due to allergies, common cold, or flu — but it's also best to be sure. You have a few different options for receiving care. If you're showing mild to moderate symptoms, such as fever and cough, the guidelines strongly recommend you stay home.

Consequently, starting Monday, March 16, we will be enacting screening protocols consistent with the recommendations from the CDC to determine the best methods for providing you with quality care while reducing the risk of exposure to the virus. Our office will be redirecting high-risk patients (see attached) to a properly equipped and safe testing environment with proper isolation rooms and equipment, not ordinarily found in a primary care office such as ours.

Attached are our office's new medical screening protocols as well as healthcare expert guidelines to keep you, our staff and our communities as healthy as possible. Please take some time to review and practice these important health advisories.

We are honored to be your healthcare provider, and appreciate your understanding and support as we adopt these new protocols to help care for your medical needs and minimize risk of infection and the spread of COVID-19.

For Your Health,

R. Davalos, M.D.

Ricardo Davalos, M.D., and the Staff of
Ocean Breeze Medical Group



OCEAN BREEZE MEDICAL GROUP

SPECIAL OFFICE PROTOCOLS TO

MINIMIZE SPREAD AND EXPEDITE TESTING

AND CARE DURING CORONA VIRUS

(COVID-19) PANDEMIC

1. NOTE: If you are feeling severely ill (for example, short of breath/difficulty breathing), **Call 911**.
2. If you have a non-essential medical need that can be delayed, please allow us to reschedule any existing appointments.
3. If you do need to be seen, our office staff will call you to conduct a screening assessment prior to your visit. Please try to make yourself available for this screening phone call.
4. If during our telephonic assessment, you have symptoms that would meet the CDC high-risk category for COVID-19, we will refer you to either the emergency room or the Orange County Public Health agency. The CDC high-risk criteria currently include persons who:
 - a. Develop fever, cough, and/or shortness of breath and have traveled to one of the affected countries in last 14 days (see www.CDC.gov for updated lists), OR
 - b. Have been exposed to someone known to have COVID-19, OR have been exposed to someone who returned in the last two weeks from an affected area, OR

- c. Is a healthcare worker, OR
 - d. Is a resident of a skilled nursing facility
5. If you have what you/we believed to be a corona virus-related **medical emergency**, notify the 911 dispatch personnel that you have or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.



NEW: Video or Phone Appointments

6. In mild-to-moderate exposure cases, patients will be asked to remain in home isolation and managed via phone or video conference appointments for the time that may be necessary to protect against the spread of the virus. In-person medical office visits will be deferred until such time as the individual is no longer a health risk. As stated previously, severe cases may require hospitalization.

Remember: Call ahead before visiting your doctor

The health authorities recommend that you call ahead if you think you may need to see your doctor. **At Ocean Breeze Medical Group, we will conduct a risk assessment over the phone to determine the best way to provide you with the care needed. This may include a video conference appointment or telephone visit with you provider. If we schedule you for an in-office**

appointment, you may be asked to wait in your car until it is your turn to be seen. This will also help Ocean Breeze Medical Group take steps to keep other people from getting infected or exposed.

Where can you get the latest information?

The following health organizations are tracking and studying this virus. Their websites contain the most up-to-date information. You'll also learn up-to-the minute information about what to do if you think you may have been exposed to the virus.

- **U.S. Centers for Disease Control and Prevention (CDC):** The CDC provides updated news about the disease. The website also tells you how to prevent the spread of infection. www.cdc.gov
- **World Health Organization (WHO):** WHO offers information about the virus outbreaks. WHO also has travel advice. www.who.int