

Dear Valued Patient,

Daily we are hearing more about the spread of the **coronavirus**, also known as COVID-19. It has been found in a number of other countries, as well as in the United States. Please know that Southwest Medical, part of OptumCare, is taking all possible precautions and safety procedures for our patients and our staff. We will continue to coordinate with appropriate authorities and follow all guidance and protocols issued by the U.S. Centers for Disease Control and Prevention (CDC) and state and local public health departments.

While there is a great deal of news coverage about COVID-19, it is **important to keep in mind that 80% of COVID-19 cases are mild or without symptoms**, according to the World Health Organization. Similar to the seasonal flu, COVID-19 infection is more severe in patients with chronic underlying health conditions and the elderly. Visit the Centers for Disease Control and Prevention (CDC) **Share the Facts, Stop the Fear** page for current information about COVID-19 at [CDC.gov](https://www.cdc.gov).

What are the signs of COVID-19?

Symptoms can appear anywhere from 2 to 14 days after exposure. They may include:

- Fever
- Having trouble breathing
- Cough
- Feeling unwell or very run down or tired

“We’re still learning how the virus acts and what we might expect,” says Dr. Richard Migliori, chief medical officer for UnitedHealth Group. “We have a team of experts working to make sure we’re doing everything we can to keep people safe.”

If you think you or someone you know may be infected, we recommend the following steps:

- **Stay home** if you have mild symptoms and do one of the following:
 - **Call the Telephone Advice Nurse line** on the back of your insurance card
 - **Have a NowClinic telemedicine visit** staffed with a Southwest Medical provider on your mobile device or computer. Visit [NowClinic.com](https://www.nowclinic.com).
 - **Call Southwest Medical at (702) 877-5199**

If calling Southwest Medical, please be patient as our call volumes are high during this time and wait times at our Walk-In Clinics may be longer than normal.

How do I get tested?

COVID-19 testing requires a health care provider to order the test. If your health care provider thinks you may have COVID-19 and need to be tested, they will arrange for you to be tested at one of our designated sites.

If your health care provider orders a COVID-19 test, Southwest Medical currently is offering Convenient Care curbside testing at three locations:

- Lake Mead Convenient Care, 310 W. Lake Mead Pkwy., Henderson (Monday to Friday, from 8 a.m. to 5 p.m.)
- Convenient Care at Flamingo Healthcare Center, 5580 W. Flamingo Rd (Monday to Friday, from 8 a.m. to 5 p.m.)
- Craig Convenient Care, 4090 W. Craig Rd, North Las Vegas (Monday to Friday, from 8 a.m. to 5 p.m. and Saturday from 10 a.m. to 6 p.m.)

To be evaluated for testing, all patients must first call (702) 877-5199 to begin the evaluation process.

How do I keep from catching COVID-19?

The health and safety of all team members is a top priority. Practicing good hygiene, which is also encouraged during the regular cold and flu season, is important for protecting everyone. Some actions that you can take include:

- Wash your hands often.
- Use hand sanitizer. The CDC recommends sanitizer products containing a minimum of 60% alcohol.
- If you need to cough or sneeze, cover your mouth with the inside of your elbow, or use a tissue and immediately dispose of it in the trash. Then wash your hands right away.
- Stay away from anyone who has a fever or cough.
- Don't share cups or utensils, especially with people who may be sick.
- If you have a fever or cough, call your doctor right away.
- Clean and disinfect surfaces that are touched often, like doorknobs, phones and TV remotes.
- If you're planning to travel, stay up to date on the CDC's travel warnings.

More information about COVID-19 symptoms and prevention can be found on the CDC website: <https://www.cdc.gov>

Thank you,

A handwritten signature in black ink that reads "John Rhodes MD". The signature is written in a cursive, flowing style.

John Rhodes, MD

Sr. Medical Director of Primary Care

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call 702-877-5199.

ATENCIÓN: Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 702-877-5199.

請注意：如果您說中文 (**Chinese**)，我們免費為您提供語言協助服務。請致電：702-877-5199。

XIN LƯU Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi 702-877-5199.

알림: **한국어(Korean)**를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 702-877-5199 번으로 전화하십시오.

PAUNAWA: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may makukuha kang mga libreng serbisyo ng tulong sa wika. Mangyaring tumawag sa 702-877-5199.

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является **русском (Russian)**. Позвоните по номеру 702-877-5199.

تنبيه: إذا كنت تتحدث **العربية (Arabic)**، فإن خدمات المساعدة اللغوية المجانية متاحة لك. الرجاء الاتصال بـ 702-877-5199.

ATANSYON: Si w pale **Kreyòl ayisyen (Haitian Creole)**, ou kapab benefisyè sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nan 702-877-5199.

ATTENTION : Si vous parlez **français (French)**, des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le 702-877-5199.

UWAGA: Jeżeli mówisz po **polsku (Polish)**, udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod numer 702-877-5199.

ATENÇÃO: Se você fala **português (Portuguese)**, contate o serviço de assistência de idiomas gratuito. Ligue para 702-877-5199.

ATTENZIONE: in caso la lingua parlata sia l'**italiano (Italian)**, sono disponibili servizi di assistenza linguistica gratuiti. Si prega di chiamare il numero 702-877-5199.

ACHTUNG: Falls Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie 702-877-5199 an.

注意事項：日本語 (**Japanese**) を話される場合、無料の言語支援サービスをご利用いただけます。702-877-5199 にお電話ください。

توجه: اگر زبان شما **فارسی (Farsi)** است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. 702-877-5199 تماس بگیرید.

कृपा ध्यान दें: यदि आप **हिंदी (Hindi)** भाषी हैं तो आपके लिए भाषा सहायता सेवाएं निःशुल्क उपलब्ध हैं। कृपा पर काल करें 702-877-5199

CEEB TOOM: Yog koj hais Lus **Hmoob (Hmong)**, muaj kev pab txhais lus pub dawb rau koj. Thov hu rau 702-877-5199.

ចំណាប់អារម្មណ៍: បើសិនអ្នកនិយាយ**ភាសាខ្មែរ (Khmer)**សេវាជំនួយភាសាដោយឥតគិតថ្លៃ គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទ ទៅលេខ 702-877-5199។

PAKDAAR: Nu saritaem ti **Ilocano (Ilocano)**, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Maidawat nga awagan iti 702-877-5199.

DÍI BAA'ÁKONÍNÍZIN: **Diné (Navajo)** bizaad bee yánílti'go, saad bee áka'anída'awo'ígíí, t'áá jíík'eh, bee ná'ahóót'i'. T'áá shoodí kohji' 702-877-5199 hodíilnih.

OGOW: Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac 702-877-5199.