



family tree
MEDICAL ASSOCIATES

March 13, 2020

Dear Family Tree Medical Associates Patient,

We would like to provide you with direction related to the COVID-19 Coronavirus and other respiratory illnesses like influenza A and B symptoms.

IF YOU ARE HAVING A MEDICAL EMERGENCY SEEK IMMEDIATE MEDICAL ATTENTION BY CALLING 911 OR GO TO YOUR NEAREST EMERGENCY ROOM.

We ask that if you are experiencing any non-emergent respiratory symptoms – fever, cough, shortness of breath, etc. call the office first. CALL FIRST so we can determine the best course of treatment. The office number is 269-945-7497. After hours you will be directed to the doctor’s answering service where you will receive a call back from a Family Tree Medical Associates provider. DO NOT COME INTO THE OFFICE – CALL FIRST.

If you believe you have been exposed to the COVID-19 virus; have traveled in high-risk areas; or are experiencing fever, shortness of breath, and/or cough see below:

Spectrum Health offers a “Free Virtual COVID-19 Screening” by calling 616-391-2380. Due to high call volume you will most likely need to leave a message and receive a call back. It may be several hours before you receive a call back.

Spectrum Health has an application you download on your smart phone called “Spectrum Health Now”. You are able to set up your account and schedule a visit – available 24/7 for triage to determine if you are considered at low, medium or high risk for COVID-19 and if you would require testing.

Simple ways to keep yourself and others healthy and to prevent the spread of the virus.

- 1) Wash your hands with soap and water for at least 20 seconds especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- 2) Avoid touching your eyes, nose, and mouth with unwashed hands.
- 3) Stay home when you are sick.
- 4) Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- 5) Implement “social distancing” as much as possible. Avoid in-person gatherings with groups of 100 or more.
- 6) If you are 60 years of age or older; have health issues like diabetes, hypertension, or lung disease, etc. avoid situations with groups of ten or more.

The latest information is available at [Michigan.gov/Coronavirus](https://www.michigan.gov/Coronavirus) and [CDC.gov/Coronavirus](https://www.cdc.gov/Coronavirus).