



FAMILY HEALTHCARE OF FAIRFAX, PC

## Frequently Asked Questions about the Coronavirus

### Is your office open and safe during the corona virus pandemic?

Yes, Family Healthcare is open with our normal office hours:

Mon-Thurs 8 am – 4 pm      and Fri 8 am – 3 pm

If you have questions or concerns you need to discuss, please call or email during these office hours. If you have an urgent question that cannot wait until the office reopens, then certainly please reach out to us after hours. As you can imagine, we are busy fielding a lot of questions, but are always ready and able to answer your concerns. Please be respectful and call during office hours, a text after hours is the same as a phone call.

We created a specific plan to help maintain the safety of our patients and staff, and continue to serve the needs of our practice. We have separated office hours, and are now seeing well visits (physicals and refill visits) in the morning, and sick visits in the afternoon. This allows us to continue to meet the needs of our patients and limit the risk in the waiting room. We also have the newer ability to schedule video visits for some appointments, and will increasingly use this option if cases increase.

**\*\*We are triaging all of our sick calls before scheduling\*\*** If a patient suspects they have had exposure to corona and has symptoms that warrant corona testing, we have developed a drive up protocol to safely examine them outside the office. Patients with other upper respiratory infections are seen in our office in the afternoon. Please use a face mask available at the front desk if you are coughing.

### What if I have cold symptoms and am unsure if I need to be checked for corona?

Please call us, we can help assess your symptoms. **Please do not walk into the office.**

Our staff has a series of questions to help evaluate your symptoms and risk for corona, and we will help make the decision of how best to evaluate you.

### How safe is it to be out in the community now?

You are safest to be in your own home and using social distancing at this time. This is especially true of older individuals, and those with underlying health conditions. The coronavirus is increasing rapidly in the US, and actual numbers in the community are likely higher than officially listed. The worst of the spread in the US is ahead of us, and now is the time to extremely limit your interactions in the community to obtaining necessary food and supplies and doctor visits.

### I'm concerned I have the coronavirus, can I be tested?

Current testing for the coronavirus is unfortunately limited. Our office, like most medical offices and emergency rooms, has only a handful of tests per month. The local health department has posted an algorithm to best triage who meets the criteria for testing. Our staff can help first assess your symptoms and risk by phone, and schedule you accordingly.

## What underlying medical conditions are considered high risk?

Older age, heart disease, diabetes and lung disease all increase the risk of more serious illness if infected with the corona virus. Those individuals that have suppressed immune systems from radiation, chemotherapy or medications are also at increased risk for serious infection. It is especially important for these groups to follow the advice of the CDC and health departments and remain in your home.

## What counts as contact?

If you think you've been exposed to someone with the coronavirus, call our office for advice. Please be ready to give specific details about the exposure, for example, if this was someone in the next cubicle or someone on another floor. We can help you best assess your risk and need for testing.

Increased risk for exposure to corona includes international travel, recent plane travel or cruise, recent travel to a community in the US with a local outbreak, attendance of a conference or other large gatherings, and visits from people that have been exposed. The best way to reduce your risk to coronavirus is to remain at home and limit outings to the grocery store and doctor's offices.

**For comprehensive and current information on the coronavirus pandemic, please visit [www.cdc.gov](http://www.cdc.gov)**

[Type here]