

*The Employee Health & Wellness Center cannot perform COVID-19 testing at this time. Testing is limited to hospitals, health departments, urgent care facilities, and senior living centers/geriatric care; therefore, availability is highly limited and currently not available at the onsite health centers. This information is rapidly changing and we will provide updates as they become available.*

## Appointment Guidelines:

1. Utilize the Patient Portal ([www.my-patientportal.com](http://www.my-patientportal.com)) or Call My Health Onsite Call Center at 1-888-644-1448 to make a provider appointment for a sick visit.
2. The Employee Health Center staff will call and screen the patient prior to the appointment for respiratory symptoms (**fever, cough, shortness of breath and sore throat**) based on the CDC's guidelines and ask the below questions:
  - Persons who have had a close contact with a laboratory-confirmed COVID-19 case
  - History of travel to or from an affected geographic area with widespread community transmission
  - History of international travel or a cruise

If you meet the criteria, your provider appointment **will not be cancelled**, but changed to a **tele-visit** (telephonic medical appointment). Please ensure the Employee Health Center staff have an updated contact number so the provider can reach you by phone at the scheduled appointment time. Based on the provider's assessment you may be asked to self-quarantine for 14 days per CDC guidelines and/or be referred for further testing. If applicable, the provider will schedule follow up **tele-visit** appointments during this time to monitor.

3. If you are experiencing **emergency warning signs** for COVID-19, seek medical attention immediately at an Emergency Room and/or call 911. Per CDC guidelines, Emergency signs include:
  - Difficulty breathing or shortness of breath
  - Persistent pain or pressure in the chest
  - New confusion or non-responsive
  - Bluish lips or face

**IMPORTANT NOTICE:** Please update your contact information in your Patient Portal profile with the best cell phone number for our providers to contact you for **tele-visit** appointments.