



Let's work together to stay healthy and keep our family and community safe from Coronavirus (COVID-19) emergency. Doing your part will help your family, and save lives of those at higher risk for serious illness, such as older people and those with compromised immune systems.

**We are dedicated to your health and safety**

**Guidelines to help protect yourself, those around you, and the community:**

**We do NOT have widespread public COVID19 testing capacity at this time. We do have testing available for patients with symptoms and other high risk contacts. You will be directed to a testing location and process if you meet criteria by the advice unit or clinical staff.**

1. **You are well** but have an appointment for a routine check-up or physical,

Please call the Appointment and Advice Call Center at 877-661-6230 option 1 to delay until later in the year. Or go online at [Mychart](#) to cancel and reschedule. We are also going to be reaching out to individuals that maybe better suited to a phone call directly.

**2. You feel sick with mild cold symptoms.** Stay home. It's the best way to avoid spreading illness. Isolate from others in your house as much as possible, and follow prevention measures such as washing your hands, covering coughs and sneezes, and disinfecting surfaces.

**3. You have flu-like symptoms such as a fever,** cough, or sore throat: please call the Appointment and Advice Call Center at 877-661-6230 option 1 for instructions or go online at [Mychart](#) to schedule a phone or video appointment instead of an in-person office visit.

**4. You have severe flu-like symptoms such as a fever, cough, or sore throat and difficulty breathing. Call 911** or go to the nearest emergency department.

**5. You have an urgent issue that is not covered above.** Please call the Appointment and Advice Call Center at 877-661-6230 option 1. Our physicians will provide guidance for your health concern and make recommendations for next steps. If an in-person visit is needed or recommended, we will be able to assist you.

**New to video appointments?** So are we. We are preparing to integrate Video Visits into our mychart system. [MyChart](#) or [Zoom](#)

**Advice on staying healthy:**

- Avoid close contact with people who are sick.
- Wash your hands with soap and water regularly. When soap and water is not available, use hand sanitizer that is at least 60% alcohol. Be sure to let your hands dry completely.
- Avoid touching your face. If you need to touch your face, use a tissue to do so.
- Clean and disinfect frequently touched objects and surfaces often.
- Consider avoiding larger gatherings when possible.
- Stay home when you are sick (and keep sick children home from school).

- Cough or sneeze into a tissue or your elbow. If you use a tissue, wash your hands afterwards.
- Clean and disinfect frequently touched objects and surfaces.

For more up to date information on coronavirus, go to

<https://www.coronavirus.cchealth.org/>

We hope you stay well this season. If you do get sick, please call our 24/7 Appointment and Advice Call Center at 877-661-6230 option 1. Thank you for partnering with us to keep our families and communities safer.

Sincerely, Your Care Team at Contra Costa Health Services

IMPORTANT: If you think you or your family member has a medical or psychiatric emergency, call 911 or go to the nearest hospital. Do not attempt to access emergency care by replying to this email.

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[Apple MyChart](#) [Android MyChart](#)

[Zoom](#)

