

As the Bay Area shelters-in-place to stop the spread of the novel Coronavirus (COVID-19), Gardner Health Services remains open and is committed to continue to provide services to our patients and clients. We are dedicated to keep you and your loved ones healthy and safe.

### **WHAT TO DO IF YOU ARE NOT FEELING WELL**

If you are experiencing any symptoms, please contact our Call Center.

(408) 457-7100  
8:00AM - 5:00PM  
Monday - Saturday

You will be provided with the option of a telephone visit to avoid exposure and to allow you to remain sheltered-in-place at home.

Please follow the recommended measures for infection control:

1. Strictly follow the shelter-in-place order.
2. Practice social distancing.
3. Stay home when you are sick.
4. Avoid contact with people who are sick.
5. Wash your hands regularly with soap and water for 20 seconds.
6. Use hand sanitizers when available.
7. Do not touch your mouth, nose, or eyes with unwashed hands.
8. Do not go to the emergency room for routine symptoms. First contact our Call Center at (408) 457-7100.

### **SCHEDULING AND EXISTING APPOINTMENTS**

If you have a scheduled in-person appointment, it may be converted to a telephone visit when applicable. The clinician will decide after that telephone visit if an in-person appointment is recommended and you will be contacted to schedule that appointment.

At this time, we are recommending all routine preventative appointments be rescheduled or delayed for a later date. Please contact our Call Center at (408) 457-7100.

### **CARE FOR NON-COVID-19 RELATED SYMPTOMS**

We encourage you to be seen if your symptoms are non-COVID-19 related. During all screenings, by telephone or in-person, please make sure the information you provide the screener is accurate. Inaccurate information endangers our staff and other vulnerable patients and clients.

To schedule your appointment, please contact our Call Center at (408) 457-7100.

Thank you,

Gardner Health Services