

## Frequently Asked Questions

### Are you taking any additional safety precautions?

We are taking a number of additional safety precautions to ensure our facility is a safe place to receive care and those treating our patients are healthy and safe. At CCMC the following safety measures are taken:

- **Screening and temperature checks-** Every person entering our facility will be screened with COVID safety questions as well as have their temperature checked.
- **Universal masking-** Employees, physicians and patients are required to wear a mask at all times.
- **Physical distancing-** We have set up distancing in our waiting areas and clinical areas. Depending on the capacity of patients in our waiting room you may be asked to wait in your car for your safety.
- **Increased thorough cleaning and disinfection-** We have increased the number of times and the detailed nature in which all common areas and clinical spaces are cleaned throughout the day. Hand sanitizer is also available throughout the facility.
- **Limited visitors-** In order to maintain a safe environment we no longer allow visitors in our facility.
- **COVID-19 patients-** For the safety of all patients and staff we will not be seeing COVID-19 positive patients in our facility. If you test positive for COVID-19 within the last 30 days you will be scheduled for a telemedicine visit until you have been cleared to come to our office. See our [COVID-19 positive patient policy](#) here for more information.

### I'm concerned I may have COVID-19. What should I do?

If you are feeling sick or suspect you have COVID-19, please contact your primary care provider. Your PCP can provide next steps for your care and determine if you should be tested. Please do not go to the emergency room, unless you are experiencing:

- **Trouble breathing**
- **Persistent pain or chest pressure**
- **Sudden confusion or lack of energy**
- **Bluish lips or face**
- **Other life-threatening conditions such as a heart attack, stroke, coughing or vomiting blood, serious burns or cuts, or a fever in children under 8 weeks old**

### I don't have a doctor. What should I do if I am feeling sick or suspect I have COVID-19?

If your symptoms are manageable—low-grade fever, cough, chest congestion and mild fatigue—we recommend resting at home, drinking lots of water and taking fever-reducing medication, such as

acetaminophen, and following [isolation precautions recommended by the Centers for Disease Control and Prevention \(CDC\)](#).

If you develop worsening symptoms such as labored breathing, persistent high fever or severe weakness, please visit our [Centric Health website](#) for one of our urgent care centers or primary care providers.

**Can I get tested for COVID-19 at your office?**

We currently are not testing for COVID-19 at our office. If you believe you may have contracted COVID-19, please contact your primary care provider, who can provide next steps and determine if you should be tested. If you don't have a primary care provider, please visit the [Centric Health website](#) to help you find a doctor.

**Does your staff get tested for COVID-19 before?**

Our staff is screened and have their temperatures checked every day before entering our facility. Our Compliance and Safety team at Centric Health works with our facility to test staff when necessary.

**Will your staff wear PPE? Will you be offering PPE to patients? Will I need to wear a mask in your office?**

Doctors and employees will wear PPE in accordance with our safety procedures, which align with the recommendations from the CDC. Patients will be asked to wear a mask covering their nose and mouth. If you do not have a mask, we will provide one upon your arrival.

**Are you open for "business as usual"?**

We are proceeding appropriately, according to the guidelines of the Kern County Department of Public Health. We strive to put the health and safety of our patients and staff first. We are open for in-office business daily Mon-Fri from 8am to 4pm and some weekends. We have also implemented telemedicine visits that are available at your convenience during the same office hours. If you have questions about your care or which services are available, please call our office.

**Will you continue to use telemedicine? How will I know if that's the right solution for me?**

We will continue to use phone and video appointments when medically appropriate, but some illnesses are best handled in the office. Please call our office when in need of care and we will determine the appropriate next step.

**Are visitors allowed? Is someone allowed to come with me to my appointment?**

At this time we are currently not allowing visitors to our facility. Please read our [visitor policy](#) for the few exceptions to these strict guidelines.

**What should I do if I think I need immediate medical attention?**

You should go to the Emergency Room right away if you are experiencing severe or life-threatening symptoms of any kind, including trouble breathing, persistent pain or chest pressure, sudden confusion, sharp decline of energy, bluish lips or face, a heart attack or stroke.

**Should I wear a mask in public?**

Health authorities have been updating their guidance about wearing a mask as the COVID-19 pandemic evolves. According to the Kern County Department of Public Health, you are required to wear a mask in public. You can find more information on the [County website](#).