

## Coronavirus Disease 2019 (COVID-19) Update - 13 MAR

First and Finest,

The Centers for Disease Control and Prevention (CDC), and World Health Organizations (WHO) are closely monitoring the outbreak of a novel (new) Coronavirus (COVID-19) that originated in Wuhan City, Hubei Province, China, which has now caused community spread in the United States.

There remains no confirmed COVID-19 cases at Naval Medical Center Portsmouth (NMCP). We are closely monitoring the COVID-19 outbreak in the U.S. and its presence in Virginia. Our emergency management protocols are in place with a dedicated team to monitor and follow this virus closely.

**In accordance with the CDC guidelines, if you have *traveled from an affected area or been exposed to someone with the COVID-19 virus AND develop a fever, cough, or difficulty breathing* the recommendation is to seek medical advice BY PHONE.** Patients with COVID-19 have had respiratory (breathing) symptoms that range from mild to severe.

TO HELP PREVENT THE SPREAD OF COVID-19 AND/OR OTHER RESPIRATORY ILLNESS, PLEASE UTILIZE THE CALL INFORMATION STEPS BELOW TO GET INSTRUCTIONS ON HOW TO GET MEDICAL CARE WITHOUT EXPOSING OTHERS BASED ON YOUR SYMPTOMS, EXPOSURE AND/OR TRAVEL HISTORY.

### **CALL AHEAD RECOMMENDATIONS:**

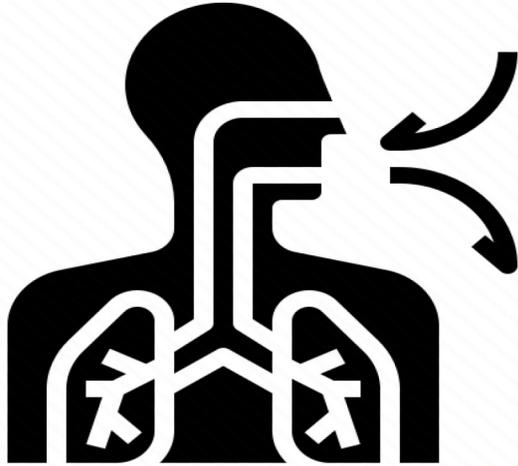
1. Call ahead to your medical provider before seeking care.
2. NMCP COVID-19 Call Center: This is a local resource for our service members, staff and beneficiaries at the First and Finest. Please call NMCP's COVID-19 Call Center at 757-953-6200. This call center is staffed 24hrs a day and is available seven days a week if you have questions or concerns about your travel and/or exposure history and your symptoms. **Please use this COVID-19 Call Center prior to coming onto NMCP compound or prior to entering the facility if you have concerns to minimize exposure risk.**
3. If you are not in the local area, you can call, text or video chat with a nurse on the Nurse Advice Line at 1-800-TRICARE (1-800-874-2273), Option 1, or <https://mhsnurseadvice.com>.
4. If it is recommended that you go to a medical facility for care, please perform the following actions. Upon arrival to the facility, immediately place a facemask on and notify staff that you have traveled or been exposed to COVID-19 and your symptoms. Facemasks are conveniently located at all hospital and clinic entrances.

### **Reminder to help protect yourself and your family and friends from novel coronavirus (COVID-19). Your personal actions can make a difference.**

1. If you are sick, please stay home, except for getting medical care. COVID-19, like other respiratory infections, will usually resolve on its own, though it can become severe in some patients specifically those with pre-existing or comorbid diseases. Preventing the spread of these infections by staying at home if you have symptoms is very important.
2. If seeking medical care, please call ahead before visiting a healthcare provider.
3. Wear a facemask.
4. Wash your hands with soap and water for at least 20 seconds. Use an alcohol-based sanitizer that contains at least 60% alcohol if soap and water not available.
5. Cover your coughs and sneezes and avoid touching your eyes, nose and mouth with unwashed hands.
6. Stay away from people who are sick. Social distancing of greater than 6 feet is recommended.
7. Try to avoid close contact with people who are sick or someone who is showing symptoms.
8. If you're 65 and older and live in areas where there is ongoing community spread, you should think about what actions you can take to reduce your exposures. Please review the CDC recommendations in prevention of spread in communities at the following link - <https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>.
9. COVID-19 testing is not usually required unless you are sick enough to be admitted to the hospital or public health authorities require testing. There is specific criteria used for testing of individuals.

If you have any questions or concerns please do not hesitate to ask. This continues to be a rapidly evolving situation, and information changes daily. This page was last updated March 9, 2020. Please refer to the CDC website for the most up-to-date information at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

There is an outbreak of respiratory illness caused by a new coronavirus.



If you think you may have been exposed to COVID-19 and you develop a fever, cough or have difficulty breathing, seek medical care by calling us first! Please see recommendations on how to call us below.

Symptoms may appear 2 to 14 days after exposure.



If you are in the local area and you have questions about your travel and/or exposure history with symptoms, please call **Naval Medical Center Portsmouth COVID-19 Call center: 757-953-6200.**



This COVID-19 call center is staffed 24 hours a day and is available seven days a week. This is a local resource for our beneficiaries enrolled to NMCP, our branch health and Tricare Prime clinics and our operational forces.



If you are not in the local area, you can call, text or video chat the Nurse Advice Line at: 1-800-874-2273, Option 1 or <https://mhsnurseadvice.com/home>



If it is recommended that you go to a medical facility for care, please perform the following actions. Upon arrival to a medical facility, immediately place a face mask on and notify staff that you have symptoms and have traveled or been exposed to COVID-19. Face masks are conveniently located at all hospital and clinic entrances.



## Coronavirus Disease 2019 (COVID-19) – NMCP Entrance Screenings



### **First and Finest,**

In response to the Coronavirus Disease (COVID-19) cases in the United States, Naval Medical Center Portsmouth has taken action in the following ways to protect all of you, our staff and our community from exposure to the COVID-19 virus:

1. We have reduced the number of entrances to the hospital facility in order to minimize exposures risk for all.
2. We will be conducting screenings at all entrances to identify anyone who meets criteria for evaluation of COVID-19. We are asking the following screening questions to determine the best course of care and reduce the risk of exposure for everyone during this COVID-19 outbreak:
  1. Do you have a fever, cough or difficulty breathing?
  2. Have you traveled from or through Italy, China, Iran, South Korea or Europe within the past 14 days?
  3. Have you been in direct contact with someone who was diagnosed with coronavirus?If individuals answer yes to these questions, you will be given a mask and directed to the Emergency Room for further evaluation for your safety and the safety of others.
3. We are not conducting COVID-19 testing at entrances to the hospital.

**Reminder for all of you:** We ask if anyone has any concerns about exposure to COVID-19 AND symptoms of fever, cough or difficulty breathing - IMMEDIATELY call your medical provider or the NMCP COVID-19 Call Center at 757-953-6200 prior to entering NMCP compound and/or entering any NMCP entrance or proceed directly to the Emergency Room. Thank you in advance for your patience and flexibility. We will continue to provide updates on our social media platforms in regards to COVID-19.

# FIRST AND FINEST

For Your Safety - Things You Need To Know  
CORONAVIRUS DISEASE 2019 (COVID-19)



The Centers for Disease Control and Prevention (CDC), and the World Health Organizations (WHO) are closely monitoring the outbreak of a novel (new) Coronavirus (COVID-19) that originated in China, which has now caused some community spread in the United States.

Since the outbreak, Naval Medical Center Portsmouth (NMCP) has taken action in the following ways to protect you, other patients, staff members and our community from the virus:

If you have had a potential exposure to COVID-19 AND you develop a fever, cough or have difficulty breathing - IMMEDIATELY call NMCP COVID-19 call center at 757-953-6200 prior to entering any NMCP entrance or proceed directly to the Emergency Room (ER).

We will be conducting screenings at all NMCP entrances to assess if anyone has been exposed to COVID-19 or has any symptoms. Each individual will be asked a few questions to determine the best course of care and reduce the risk of exposure for all during this COVID-19 outbreak in the United States.

Thank you for your patience during this process and in supporting the First and Finest as we keep all of you, our staff members and our community safe!