



Notice (011)

June 2, 2020

As we thoughtfully transition to more face-to-face appointments and services, we want to take time to let our beneficiaries know that your safety, as well as the safety of our staff, continues to be our top priority. Of note, “Virtual” patient appointments have become a best practice that will continue to be offered through this reopening process.

What to expect:

- Access points and screening: To protect everyone who enters our facilities, all patients and staff will continue to be screened for COVID-19 symptoms with a series of questions and a temperature check upon entry to NMCS D.
- Bring your cloth face covers. Face covers are mandatory on DoD facilities when you are unable to maintain a 6ft foot separation, such as during the entry temperature checks, which are mandatory prior to entry.
- Social distancing, everyone should continue to maintain 6 ft. of separation from others.
- Frequent cleaning and disinfecting of exam rooms and high touch surfaces in common spaces.
- Food venues continue to offer only take-out meals.
- Patients will continue to be allowed only one visitor per day, except for NICU which allows for two visitors per day. All visitors will also be screened for COVID-19 with screening questions and a temperature check.

In order to keep people safe, things around the hospital may look a little different:

- Waiting areas will be limited in occupancy. Seats may be blocked off for distancing.
- For smaller clinics, patients may need to wait outside or in other areas for social distancing.
- Plexi-glass shielding at check-in areas.
- Maximum occupancy signs in waiting areas and other spaces.

Thank you for your understanding and patience as we work to make these efforts as smooth and easy as possible. NMCS D remains committed to ensuring the safety of our patients and

staff during this ongoing situation. NMCSD is working to meet the healthcare needs of our population in a safe manner. Please do not put your health on hold!

-----Your **Health** is Our **Mission**-----

Do you have questions regarding COVID-19?

The NMCSD COVID-19 HOTLINE is now available 24/7 at **619-532-5358**. If you would like to speak to a healthcare provider about COVID-19 symptoms, they are available Monday – Friday from 0730 to 1600.