

# COVID-19 AND CORONAVIRUS



The Women's Healthcare Group is working hard to respond quickly and effectively to developments in York County and around the world while maintaining our commitment to serving our patients safely and reliably. We would like to share what we have been doing in our operation to uphold that commitment:

## PROTOCOLS AND POLICY

- Patients are to attend appointments ALONE
- Any WHCG team member with flu symptoms is required to call in sick, notify their Primary Care Provider (PCP), and remain at home until fever-free for 24- hours without medication
- Any patient who calls to let us know they have cold/flu symptoms is asked to reschedule their appointment and call their PCP
- Any patient who presents with cold/flu symptoms is kindly asked to reschedule their appointment and call their PCP
- As always, any clinician who is in direct contact with patients will wash their hands for 20 seconds after contact
- All hard surfaces will be frequently wiped down with an anti-viral disinfectant
- Do not use touch screen check-in units. Until further notice, patients will check in and out at the reception desk with one of our amazing staff
- Magazines and toys have been removed from the reception rooms at all offices until it is deemed 100% safe to return these amenities.

## PREVENTION

The World Health Organization (WHO) advises the following prevention methods:

- **Wash Hands** Frequently: Use soap and water for 20 seconds or an alcohol-based-hand rub frequently when soap and water are unavailable
- **Practice Respiratory Hygiene:** When coughing and sneezing, cover mouth and nose with flexed elbow or tissue – discard tissue immediately into a closed bin and clean your hands with alcohol-based hand rub or soap and water.
- **Avoid Touching Eyes, Nose & Mouth:** Hands touch many surfaces which can be contaminated with the virus. If you touch your eyes, nose or mouth with your contaminated hands, you can transfer the virus from the surface to yourself.
- **Maintain Social Distancing:** Maintain at least 3 feet distance between yourself and other people, particularly those who are coughing, sneezing and have a fever. If you are too close, you can breathe in the virus.
- **Call your Primary Care Provider.** If you are concerned, are experiencing symptoms, or have traveled recently to an area of high concentration, call your Primary Care Provider. Please do not go to an ER or to a medical office or clinic without calling ahead.
- **Animal Proximity Precautions:** Practice general hygiene measures when visiting farms, live animal markets, wet markets, animal product markets or contact with wild animals. Ensure regular hand washing with soap and potable water after touching animals and animal products.
- **Animal Consumption:** Avoid eating raw or undercooked animal products. Handle raw meat, milk or animal organs with care, to avoid cross-contamination with uncooked foods, as per good food safety practices.

## SYMPTOMS

- COVID-19 symptoms are similar to the flu and even the common cold, and may take 5 - 14 days to appear after exposure to the virus. Most patients will experience only mild or moderate symptoms, but in certain populations, the disease can be severe.

Common symptoms may include:

- Fever
- Cough (usually dry)

Sometimes the disease presents with:

- Fatigue
- Aches and Pains
- Sore Throat
- Difficulty Breathing
- Headaches

Call your PCP for more information if you are experiencing symptoms that concern you.

## MORE INFORMATION

For the most up-to-date information on possible vaccines, treatments, FAQs, news and more, please visit the following official health organizations:

- Centers for Disease Control & Prevention (CDC)  
[www.CDC.gov](http://www.CDC.gov)
- World Health Organization (WHO) [www.WHO.int](http://www.WHO.int)

For Pennsylvania:

- PA Department of Health  
[www.health.pa.gov/](http://www.health.pa.gov/)

## CONTACT US

This situation is rapidly evolving. We appreciate your patience as we strive to continue to meet the needs of women and families in York County.

If you have questions or concerns, please do not hesitate to call us at

717-845-1621

[www.thewhcg.com](http://www.thewhcg.com)