



OurHealth continues to observe the ongoing changes and guidance for the Coronavirus (COVID-19) outbreak provided by the Centers for Disease Control and Prevention (CDC). We're committed to being a trusted source of healthcare for you and your family, so please don't hesitate to contact our Member Relations Team if you have any health questions or concerns. The OurHealth clinic benefit is a valuable resource, and we hope you'll reach out.

Despite the volume of news reports, the risk of transmission between people living in the same community remains low, and our commitment is to be prepared and ready to react however this plays out over the coming weeks.

If you believe you're experiencing symptoms related to Coronavirus, please call us before coming directly into our clinic so we can triage your symptoms over the phone and not put any clinic staff or other patients at unnecessary risk. Here are the questions we'll ask based on the current CDC guidance:

1. Have you recently traveled to China, Italy, Japan, South Korea or Iran *OR* have you been in close contact with a person known to have COVID-19?
2. If yes, are you experiencing a fever, cough or shortness of breath?

If the answer to both questions above is "yes," and we determine that the Coronavirus may be present, we will coordinate with the local health department and direct you to the best point of care.

Please use the below information as a friendly reminder for the day-to day-actions you can take to help keep you, your family and co-workers healthy. If you have any questions, please don't hesitate to contact us at **866-434-3255**.

The following information contains current CDC recommendations you may find helpful

- Wash your hands often with soap and water for at least 20 seconds.
- Routinely clean frequently touched surfaces in the workplace, such as workstations, countertops and computers.

- Anyone with symptoms of acute respiratory illness should stay home and not go to work until they are free of fever (100.4° F or greater using an oral thermometer), signs of a fever and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants).
- Stay up to date on your employer's work-from-home policy
- Check the CDC's [Traveler's Health Notices](#) for the latest guidance and recommendations for each country to which you will travel.

We'll continue to monitor this situation and provide updates as they become available through the CDC.