

# We Welcome You Back!

As your primary care provider, **Great Lakes Bay Health Centers** are opening up our doors and welcoming patients back so we may continue to provide you with quality healthcare.

As always, our commitment is to you and our community.

We are here to keep you healthy and safe.

**We are encouraging you to schedule the care that you have delayed.**

**We are OPEN** for both in-person and tele-health visits. Our appointment schedule is lighter than usual to ensure we have fewer patients in the building at a time. We may offer you a virtual visit so you don't have to leave your house unnecessarily. Ask us for more details when you call your center.



We are providing extra training for staff and education for patients about the importance of hand hygiene, face masks and cough etiquette.

**We are monitoring patients and families for symptoms of COVID-19**



**Call ahead** if you have fever, new cough, sore throat, tiredness, muscle aches or shortness of breath. This allows us to connect you with appropriate care ahead of your arrival.

You may be asked to stay in your car until an exam room is available. We are asking everyone to wear a face-



mask upon entering. If you do not have a face mask, we will do our best to provide one for you. Social distancing will be required.

Tissues, alcohol-based hand sanitizer and trash cans will be provided in the waiting room area and treatment area. Soap and water will continue to be available at all handwashing sinks in the bathrooms.



**We are monitoring all staff for symptoms of COVID-19**

We are instructing staff who have symptoms of COVID-19 (i.e., fever, cough, sore throat, muscle aches, tiredness) to stay home and not come into work.



We are continuing our routine cleaning and disinfection procedures and implementing other safety measures that are recommended for protecting patients from COVID-19 in health centers.

Any surface, supplies or equipment located within the patient area will continue to be disinfected or discarded between patients.



**We are limiting staff and visitors coming into the facility.**



We are limiting non-essential staff entry into the facility by exploring ways to provide care to patients remotely. We are restricting visitor access to only those who are essential to the patient's care.

Visitors will be screened for fever and symptoms of COVID-19 prior to entry. Visitors will be asked to wear face covering and limit their movement in the facility.

**We are encouraging patients and staff to share all questions and concerns related to COVID-19.**

Don't be afraid to use your voice. It is ok to ask staff questions about treatment changes and ways to protect yourself and your family.

