

COVID-19 Assessment Clinic Patient Instructions

Memorial Health System's COVID-19 Assessment Clinic follows CDC and The Ohio Department of Health (for healthcare and public safety workers) guidelines during patient assessments to evaluate for potential COVID-19 screenings. Not every patient that comes to our Assessment Clinic will qualify for screening under these guidelines. If you are screened, please allow up to 14 business days for your results to process and for the ordering provider to call you with your results.

To help set your mind at ease, we have provided some general information on what to expect now that you have been seen at our COVID-19 Assessment Clinic.

Monitor your symptoms. Common symptoms of COVID-19 include fever and cough. If you experience severe symptoms, please go to the nearest emergency room (ER) immediately. These may include trouble breathing, persistent pain or pressure in the chest, new confusion or inability to arouse, and bluish lips or face.

- If visiting the emergency room, it is recommended to call before going in to inform the team that you've been to the COVID-19 Assessment Clinic and need to come into the ER. You will be given instructions at that time and our team will be prepared to treat you accordingly.
 - Marietta Memorial Hospital ER: (740) 376-1417
 - Belpre Medical Campus ER: (740) 401-1150
 - Selby General Hospital ER: (740) 568-2000

Home isolation for COVID-19 positive patients:

Patients experiencing symptoms who are COVID-19 positive can end home isolation under the following conditions:

- No fever for at least 24 hours, without the aid of fever-reducing medication.
- Other symptoms have improved (for example, cough or shortness of breath). At least 10 days have passed since your symptoms first appeared.

Patients not experiencing symptoms who are COVID-19 positive can end home isolation under the following conditions:

- At least 10 days have passed since the date of their first positive COVID-19 diagnostic test.
- The patient has had no other subsequent illness.

Want expert advice or simply have questions on next steps of care? Call our 24 Hour Nurse Line any day, any time at (844) 474-6522.



MemorialCareNow

ABOUT

MemorialCareNow is our express care online service created so that you can receive the same world class healthcare you expect whenever and wherever you need—from your parked car, living room, or anywhere convenient for you.

Receive quick diagnosis, treatment, and prescribed medications directly from Memorial Health System's board-certified providers without the drive or wait for just \$49.99 (We currently do not accept insurance for MemorialCareNow visits.) Learn more and review our frequently asked questions at mhsystem.org/MemorialCareNow.

Please note: For emergencies like stroke or heart attack, please call 911 or visit the nearest ER.

HOW IT WORKS

1. Download our MemorialCareNow app for free on any Apple or Android device, or use the service online at mhsystem.org/memorialcarenow.
2. Begin a virtual visit by following the steps when connected.
3. Feel better with the evaluation, diagnosis, and treatment plan provided by one of our experts.

WHAT WE TREAT

Cold & Flu

- Allergies
- Cold
- Cough
- Croup
- Fever
- Flu
- Sinusitis

Nose & Throat

- Sore Throat
- Strep
- Tonsillitis

Eye

- Dizziness
- Eye Infection/Irritation
- Pink Eye

Gastrointestinal

- Acid Reflux
- Bowel/Digestive issues
- Constipation
- Diarrhea
- Gas

Skin

- Cellulitis
- Poison Ivy/Oak
- Rash
- Skin Injury

Respiratory

- Asthma
- Bronchitis
- Laryngitis
- Respiratory Infection

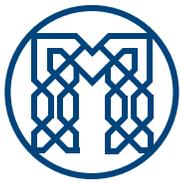
Other Ailments

- Arthritis
- Backache
- Headache/Migraine
- UTI
- Yeast Infection



MEMORIAL CARE NOW

mhsystem.org/MemorialCareNow



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Access Your Records with myMemorialChart

WHAT IS MYMEMORALCHART?

myMemorialChart provides safe online access to your Memorial Health System records 24/7. Whether you are at the office or on your couch, with a few clicks you can:

- › Access health record
- › Review allergies and immunizations
- › Message providers
- › See test results
- › Pay Bills
- › Update contact information
- › Request prescription renewals
- › View appointments

HOW DO I START?

- First, your email must be registered with Memorial Health System. Your email used through your registration process today will be utilized for this purpose, or you can do this by contacting our patient help desk at (740) 568-4743.
- Next, you will receive an email with a link to create your new log-in name and password
- Finally, just complete the short form. It is that easy!

You can also visit our myMemorialChart web page at mhsystem.org/myMemorialChart and click "Enroll now for access."

QUESTIONS? WANT TO KNOW MORE?

Additional details about myMemorialChart can be found at mhsystem.org/myMemorialChart. If you have any questions, contact us at portal@mhsystem.org or (740) 568-4734.

MHEALTH APP

Download the MHealth app for easy access to myMemorialChart through your smart device. It is available in both the Apple app and Google Play stores for free.

- Search for **MEDITECH MHEALTH** app with a green heart icon in the app store.
- Download the **MEDITECH MHEALTH** app and select Memorial Health System myMemorialChart when you open the app. You'll then be queued to sign into your chart and can access your records.



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SYMPTOM CHECKER

COVID-19, Flu & Cold

SYMPTOM	COVID-19	Flu	Cold
Loss of Smell/Taste	Common	Rare	Rare
Fever or feeling Feverish/Chills	Common	Common*	Rare
Cough	Common <i>usually dry</i>	Common <i>usually dry</i>	Mild/Moderate
Shortness of Breath	Sometimes	No	No
Muscle Pain	Sometimes	Common	Common
Sore Throat	Sometimes	Sometimes	Common
Runny or Stuffy Nose	Rare	Sometimes	Common
Headaches	Sometimes	Common	Rare
Fatigue	Sometimes	Common	Sometimes
Sneezing	No	No	Common
Nausea/Vomiting	Sometimes	May occur in some, but is more common in children	No
Diarrhea	Sometimes		No

* Not everyone with the flu will have a fever



10 things you can do to manage your COVID-19 symptoms at home

Accessible Version: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

If you have possible or confirmed COVID-19:

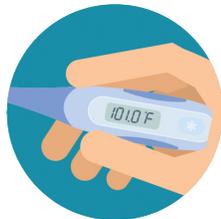
- 1. Stay home** from work and school. And stay away from other public places. If you must go out, avoid using any kind of public transportation, ridesharing, or taxis.



- 6. Cover your cough and sneezes** with a tissue or use the inside of your elbow.



- 2. Monitor your symptoms** carefully. If your symptoms get worse, call your healthcare provider immediately.



- 7. Wash your hands often** with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



- 3. Get rest and stay hydrated.**



- 8.** As much as possible, **stay** in a specific room and **away from other people** in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a mask.



- 4.** If you have a medical appointment, **call the healthcare provider** ahead of time and tell them that you have or may have COVID-19.



- 9. Avoid sharing personal items** with other people in your household, like dishes, towels, and bedding.



- 5.** For medical emergencies, call 911 and **notify the dispatch personnel** that you have or may have COVID-19.



- 10. Clean all surfaces** that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

What You Need to Know About COVID-19 and Pets

Animals, including pets, can be infected with the virus that causes COVID-19

We are still learning about SARS-CoV-2, the virus that causes COVID-19, but it appears that it can spread from people to animals in some situations. A small number of pets worldwide have been reported to be infected with SARS-CoV-2, mostly after close contact with people with COVID-19. **Based on the limited information available to date, the risk of pets spreading COVID-19 to people is considered to be low.**

There is no vaccine for SARS-CoV-2

There is currently no vaccine to protect pets or people from SARS-CoV-2. There are vaccines for other coronaviruses in animals, but these do not protect against this virus.

Protect your pet from SARS-CoV-2

Because there is a risk that people with COVID-19 could spread the virus to some animals, including pets, CDC recommends that pet owners limit their pet's interaction with people outside their household and people known or suspected to have COVID-19.

- Keep cats indoors when possible and do not let them roam freely outside.
- Walk dogs on a leash at least 6 feet (2 meters) away from others.
- Avoid public places where a large number of people gather.
- Do not put masks on pets. Covering a pet's face could harm them.
- Do not wipe or bathe your pet with chemical disinfectants, alcohol, hydrogen peroxide, or other products, such as hand sanitizer, counter-cleaning wipes, or other industrial or surface cleaners.

If you get sick with COVID-19, avoid contact with pets and other animals during your illness.

- When possible, have another member of your household care for your pets while you are sick.
- Avoid contact with your pet including petting, snuggling, being kissed or licked, sharing food, and sleeping in the same bed.
- If you must care for your pet or be around animals while you are sick, wear a mask and wash your hands before and after you interact with them.

Symptoms of SARS-CoV-2 infection in pets

Infected pets might get sick or they might not have any symptoms. Most pets who have gotten sick only had mild illness and fully recovered. Some signs of illness in pets may include fever, coughing, difficulty breathing or shortness of breath, lethargy, sneezing, nose or eye discharge, vomiting, or diarrhea.

Testing pets is usually not necessary

At this time, routine testing of pets for SARS-CoV-2 is not recommended. If you're concerned about your pet's health, work with your veterinarian to ensure that your pet receives appropriate care. If you are concerned your pet is sick after being around a person with COVID-19, talk to your veterinarian. Your veterinarian may want to rule out other more common causes of respiratory illnesses in pets first.

If you think your pet has SARS-CoV-2

If your pet gets sick after contact with a person with COVID-19, call your veterinarian first and let them know the pet was around a person with COVID-19. Some veterinarians may offer telemedicine consultations or other plans for seeing sick pets. Your veterinarian can evaluate your pet and determine the next steps for your pet's treatment and care.

Do not surrender, euthanize, or abandon pets because of SARS-CoV-2

At this time, there is no evidence that animals play a significant role in spreading SARS-CoV-2 to people. COVID-19 is mainly spreading from person to person through close contact. **There is no reason to give up or euthanize pets because of SARS-CoV-2.**



For more information, please visit: <https://www.cdc.gov/coronavirus/2019-ncov/animals/pets-other-animals.html>

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)