

Important general information:

- CMC strongly supports the stay home – stay safe orders. Only go out for essential activity. When you do go out, keep distance between you and others. Wash your hands often, especially after interacting with public, exchanging money, etc. Use hand sanitizer between washings.
- CMC is not allowing visitors in order to comply with social distancing and to protect one another.
- Patients under 18 may have a parent or guardian with them, as well as patients who have a companion who is absolutely necessary for ambulatory support, advocacy, or emotional support.
- All people who enter CMC (staff, vendors, patients) are required to wear a mask, regardless of symptoms.

What if I already have a scheduled doctor's appointment at Cascade Family Practice?

Call the clinic in advance to see if you should still come in. Routine wellness checks or appointments for prescription refills may be rescheduled for a later date. We are also conducting many appointments using telemedicine – where we talk with the patient over a video connection. Cascade Medical Center uses a secure health care platform called Zoom, that works similar to Facetime or Skype. As long as the patient has a smart phone or computer with video camera, we can conduct many medical appointments this way if the provider thinks it is appropriate given the patient's symptoms and medical history. CMC has set up a telemedicine room exclusively for this use.

What are the symptoms of COVID-19?

- The primary symptoms are fever, dry cough, shortness of breath. Some have experienced nausea and diarrhea.

What should I do if I am having symptoms?

If you have non-emergent symptoms of COVID-19 (fever, dry cough, mild shortness of breath), stay home, don't expose others and call your health care provider. A care team will complete a risk assessment over the phone and provide guidance on next steps which may or may not include testing:

- If you are sick, call the CMC Family Practice Clinic at 208-382-4285. We are here to help you.
- After hours, you may call the CMC ER at 208-382-4242.

If you need medical care for COVID-19 symptoms:

- If you are severely ill, short of breath, or experiencing other emergencies – call 911.
- Go to the emergency department and call ahead first—even from the hospital parking lot—so we can provide you with a face mask before entering the hospital.
- If you are having mild or moderate symptoms, we may do the screening exam while you are still in your vehicle.

Cascade Medical Center continues to monitor the coronavirus pandemic closely, and adjusting protocols and plans as needed to keep our staff, patients, and community safe. If you want to be tested for Covid-19, we will ask you questions to see if you qualify for expedited testing or general testing. You may or may not meet criteria for testing at all. We have had some people call to be tested without having any symptoms, travel history, or exposure risk – so it is likely that these people will not be tested.