



March 17, 2020

A message from CareVio about Coronavirus (COVID-19)

To our members:

As the coronavirus COVID-19 impacts our community, at CareVio we are guided by our commitment to improving your health. Our nurses and staff are trained in using the CDC guidelines to assist patients in understanding the steps necessary to keep them healthy during the Coronavirus pandemic and to assist them in accessing care for those who may be affected.

What to do if you are worried that you might have coronavirus

The symptoms of coronavirus are similar to the flu, such as fever, cough and difficulty breathing. If you have symptoms, or if you believe you were exposed to someone who has coronavirus, please call your doctor or health care provider for advice or call the Delaware Division of Public Health coronavirus information line at 1-866-408-1899, TTY at 1-800-232-5460 or email dphcall@delaware.gov. You can also call CareVio directly and speak with a health care professional about your concerns at 302-320-5600 or 1-844-227-3565.

What NOT to do

Most people who are experiencing coronavirus symptoms do not need to go to the emergency department.

Please do not go to the emergency department unless you are experiencing symptoms that are severe or life threatening. If you have a medical emergency, please call 911.

If you are concerned you have coronavirus, please do NOT show up at your doctor's office. Instead, please call your doctor and ask if it is appropriate for you to keep or make an appointment and get instructions from your doctor.

These steps help to protect your safety and the safety of others.

If you need care, we are here for you. CareVio services remain open seven days a week and ready to provide support and guidance during these challenging times.

Additional resources to help you

If you have questions about how to protect yourself or your family during this pandemic, please refer to the trusted online resources available from the Centers for Disease Control and Prevention, <https://www.cdc.gov/coronavirus>, as well as CareVio (<https://carevio.org>) for important announcements.

It is our privilege to serve and support you.

Sincerely,

Sharon Anderson, RN, BSN, MS, FACHE
President of CareVio