

Hello Dear All--

Major Health Partners has released good information and updates on the impact of COVID19 in Shelby County.

We feel good decisions come from reliable information sources rather than rumor.

Please keep this information on hand-- it contains information on resources, contact numbers and healthcare protocols.

Please keep our local community and our world community in your prayers. Sadly, the impacts of this pandemic are varied and far-reaching affecting not only health but economics, education and social/familial engagement, as well.

And especially keep our healthcare workers and first responders in your prayers-- they are "first in/ last out" in this situation. May God bless them and keep them safe!

We know beyond doubt that we serve a Magnificent and Magnanimous Lord who not only hears our petitions, but acts upon them.

In Christ's Love and Light---

Please Note: This information was accurate as of 3/13/2020 at 1:15 p.m. The situation however is fluid and subject to change. We will do our best to keep you informed and provide access to the best care possible.

Prepare. Don't panic. That describes our approach to the COVID-19 coronavirus at MHP. We are working closely with other health organizations at the national, state and local level to prepare so that we can protect our staff and patients should the virus become a serious public health issue in Shelby County. As of 3/13/2020 at 1:15 p.m. there have been no confirmed cases of COVID-19 in Shelby County. Rest assured, however, we have been working diligently at putting plans and processes in place for an effective response, when and if it is needed.

"Prepare" is obviously an important first part of the advice mentioned above, but so is the "don't panic" portion. The COVID-19 coronavirus is a new virus and with this comes uncertainty. It's normal to feel anxious and worried about the unknown, but to help with this MHP encourages you to keep updated on what's happening by following trusted sources of information such as the Indiana State Department of Health (ISDH) in.gov/isdh/... or the Centers for Disease Control and Prevention (CDC) cdc.gov/for... We will also continue to post updates to our MHP Facebook

page (facebook.com/Majorhp...) as well as on our website at www.mymhp.org/covid.

Things are constantly evolving with the novel coronavirus (COVID-19), and as more cases emerge, we have had many questions from patients, employees and members of the community. MHP wants to help alleviate these concerns by sharing some of the proactive measures we are taking on a local level to help mitigate the spread of the COVID-19 coronavirus.

Set up a 24/7 Triage Call Center Line at 317-392-DOCS (3627)

If you are experiencing flu like symptoms and are worried you may have acquired the COVID-19 coronavirus, we want to quickly direct you to the most appropriate care and prevent the spread of the virus. **Instead of driving to your doctor's office or urgent care center, please call our triage center at 317-392-DOCS (3627).**

Implemented Visitor Restrictions & Screenings at all Entrances

As a preventative measure to protect our patients and employees, MHP is now screening all visitors and limiting access at the MHP Medical Center and Rampart Professional Building (Priority Care). Patients utilizing our valet services should remain in their vehicles and a member of our care team will come to them. Before entering the facility, each person will be asked a series of questions provided to us by the Indiana State Department of Health (ISDH). Depending on a person's symptoms, our clinical team may also take the person's temperature with a digital no-contact thermometer to ensure a fever is not present. MHP is joining other local healthcare systems in implementing these pro-active efforts to help limit the risk of exposure to novel coronavirus (COVID-19).

We have also limited the entrance points into our facilities. Visitors will only be allowed to enter the MHP Medical Center through Entrance 2 (main entrance) or Entrance 1 (Emergency Department). Oncology patients will continue to enter through Entrance 4 (Oncology Entrance). Entrance 3 (Health Pavilion) will be temporarily closed. Entrance 2 (main entrance) will be open 6 a.m.-8 p.m. Monday – Friday and will be closed on the weekends. During this time all visitors will use Entrance 1 (Emergency Department). At the Rampart Building (Priority Care), the side entrance has been temporarily closed. All visitors will need to use the front entrance.

Visitor restrictions are also being enforced and include the following:

- No more than 2 designated visitors per patient
- Immediate family members only
- Must be 18 years or older
- Must not have any cold or flu like symptoms

Testing kits are not available at our Primary Care Offices or Urgent Care Center

There are evolving guidelines from the CDC on testing.

Currently, MHP is not able to perform testing for COVID-19 in our primary care or urgent care offices. Patients experiencing flu-like symptoms need to call 317-392 DOCS and one of our care team members will pre-screen them and direct them to the appropriate testing site if needed. Please DO NOT drive to your doctor's office, urgent care center or hospital, unless you require immediate care.

If it is a medical emergency call 911 or go to the nearest emergency room.

Most importantly, remember, if you are experiencing symptoms, please call 317-392-DOCS (3627) before coming to a site of care.

Thank you for your help in protecting the community.