

To Our Members,

The Coronavirus (COVID-19) has shaken the world and our nation. Whether you've been directly affected or not, the impact is being felt by everyone. Like many healthcare challenges, finding accurate information and the right help can be confusing and overwhelming. At TouchCare, our team doing our best to stay on top of the information as it becomes available and is ready to provide our members with guidance as to when and where to seek treatment.

As your personal Health Assistant, our job is to make sure you are educated and empowered to make good healthcare decisions. Below is some general information and guidance on the COVID-19, its symptoms, and your treatment options.

Where can I get real time, accurate health updates on the virus?

The best source for updates on the COVID-19 is the [CDC website](#). The [World Health Organization](#) is also providing rolling updates and is a reliable source.

What are the symptoms of COVID-19?

Reported illnesses have ranged from mild to severe but usually involve some combination of the following: fever, cough, and shortness of breath. As there is currently no vaccine and COVID-19 is considered very contagious, it is recommended that you avoid close contact with others, wash your hands often, clean and disinfect surfaces often, and stay home if you're feeling sick.

What should I do if I think I have COVID-19?

It is recommended that you call your doctor as a first step. The CDC and other resources recommend calling a doctor prior to your visit, so as to avoid infecting those who may have compromised immune systems at the medical facility.

Don't have a doctor to call? TouchCare can help. Call us, and we will find you the best resource either via telemedicine or direct phone calls to local PCPs. If it is determined that you should seek in-person medical attention, TouchCare can handle calling the Emergency Room in advance so that the infectious disease unit is prepared for your arrival.

Once again, TouchCare's team is staying up-to-date on the COVID-19 so that our members are able to find the treatment they need if and when they need it. **We will not be shutting down service during these challenging times.** If you are concerned about COVID-19, you can call us, and we will guide you to the best possible resources available.



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