



Ebenezer Medical Outreach, Inc.
1448 10th Avenue, Suite 100, Huntington, WV 25701
304-529-0753 Fax: 304-529-0591

EMO COVID-19 policy

At Ebenezer Medical Outreach our utmost concern is for your and your family's health. As the COVID-19 pandemic evolves, we remain committed to caring for your individual health while also prioritizing the overall health of our community. Effective immediately, we are taking the following precautions to help to limit the spread in our area.

Medical:

- 1) Reschedule all routine follow-ups, annual wellness visits, and non-essential screening exams for 6 weeks out. This date may be moved depending on how events unfold.
- 2) Our providers will still be available for acute care visits, new concerns, medication refills, among others.

Pharmacy:

- 1) The pharmacy will remain open. We will try to fill 90 days of medications if possible.

Dental:

- 1) Routine screenings, cleanings, and triage will be rescheduled 6 weeks out.
- 2) For emergency dental care, patients should go to the ER where they can be seen by dental director or a dental resident and triaged to the appropriate level of care.

Patients should take the following precautions:

- 1) Come to appointments alone. If they have a driver, that person should wait in the car.
- 2) Avoid touching their face, avoid close contact with other sick people, and wash hands before and after their clinic visit and every hour.
- 3) Do not come to the office or associate with others if sick.

For patients **with symptoms of COVID-19** (fever, cough, shortness of breath) or those with close contact to a suspected or confirmed case, they are to call the **WV DHHR Hotline (1-800-887-4304)** prior to coming to Ebenezer Medical Outreach for care. If they do come to EMO, they should call EMO first to notify us they are coming and describe their symptoms.

Exceptions to this policy can be made on a case-by-case basis in consultation with the Medical Director.

Matthew Christiansen M.D.
Medical Director, EMO
3/16/2020