TRINITY HEALTH

Preparing for Coronavirus (COVID-19)

Trinity Health has established a plan to assess and triage patients who have symptoms or might be at risk for the novel coronavirus (COVID-19). We are following the guidelines and best practices of lead authorities that are managing the coronavirus situation at a national and state level: Centers for Disease Control and Prevention (CDC) and the North Dakota Department of Health.

How to Seek Care

We are ready to help anyone experiencing COVID-19 symptoms. If you have fever 100.4 degrees F or higher, cough, or shortness of breath, or if you recently traveled from an area with widespread or ongoing community spread of COVID-19, **please call us at 701-857-5000. Do not go straight to the emergency room, or our FirstCare Walk-In Clinic, or your doctor's office**. Our trained staff will ask you questions over the phone to determine next steps for your individual needs. We follow this process, which is recommended by the Department of Health, to minimize risk to patients and staff.

If you are not experiencing COVID-19 or respiratory illness symptoms, please keep in mind there is no reason to cancel other scheduled, unrelated medical appointments. People can and should continue to see their providers for care and services they need to maintain their health. Medical personnel are trained and equipped to use standard precautions with every patient, regardless of season or situation, which means they keep each patient safe from acquiring illness or infection. Call your provider ahead of time if you have questions about whether you should reschedule.

How We Are Preparing

We are prepared with the supplies and equipment we need to treat our patients. Every year Trinity Health plans for flu season, and this year is no different. We have supplies for current and anticipated needs, and can scale up or down in response to the level of illness in our community. If more of any supply is needed and not locally available, we have means through our supply chains and emergency systems to resupply as needed at the state and national level.

Protect You and Your Family

We encourage all community members to focus on the facts of COVID-19 as reported by the CDC and Department of Health, and to remain calm. Above all, take these simple steps to keep yourself and others safe:

Clean your hands often

- Wash your hands with soap and water for at least 20 seconds, especially after you have been in a public place or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Avoid close contact
- Put distance between yourself and other people. This is especially important for people who are at higher risk of getting very sick.

Stay home if you are sick
- Except to get medical care.

Cover coughs and sneezes
- Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Wear a mask if you are sick
- If you are sick you should wear a facemask when you are around other people (such as sharing a room or vehicle) and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best to cover your coughs and sneezes.
- If you are NOT sick, you do not need to wear a facemask unless you are caring for someone who is sick (and they are not able to wear a mask).

Clean and disinfect
- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.

Trinity Health is committed to providing our patients and community the latest information on the coronavirus. We recommend that people stay informed by frequently visiting these online resources.

https://www.cdc.gov/coronavirus/2019-ncov/index.html

https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html

https://www.health.nd.gov/diseases-conditions/coronavirus

Trinity Health will continue working to keep our staff, patients, families, and community safe. As we have more information, we will share it with you.