

# PAGOSA SPRINGS MEDICAL CENTER FAQs

**Q:** I need to see my doctor, but not about COVID-19. Can I still get in?

**A:** Yes, PSMC is open and most services including primary care, urgent walk-in care, urgent and emergent surgical care, diagnostic services, and emergency care are currently available in person. Primary care visits can now also be conducted via telephone and/or telehealth. Call **970-731-3700** to schedule an appointment.

**Q:** What is the difference between a telephone visit and a telehealth visit?

**A:** Telephone visits are available as an option to in-person visits and are a useful health management tool to allow you to visit with your triage nurse or provider. Telehealth visits are similar to telephone visits but incorporate video, through your home computer or your smart phone, via a link sent to your email or a text message sent to your phone. Both options allow you to receive medical care while staying safely at home. It may be determined through your telephone or telehealth visit that an in-person appointment is still necessary. For more information, contact PSMC at **970-731-3700**.

**Q:** I need to have a regular blood test. Can I still get it?

**A:** Yes, most of PSMC's services are still available, including routine blood tests. All patients and visitors are being screened for symptoms and fever upon entering the building. You should not come to the hospital for routine care if you are sick.

**Q:** Why can't I get a coronavirus test even though I am not showing symptoms?

**A:** There are currently a limited number of test kits, so it is not possible to test everyone. Testing is being reserved for those at the highest risk of being positive. This is determined by symptoms set by the CDC and risk factors including age (65 and over), pre-existing conditions, and potential exposure to others who had or may have had COVID-19.

**Q:** Why is there a tent outside of the front entrance at PSMC?

**A:** We are requiring everyone, patients and employees, to be screened at the screening tent before they can enter the building. This ensures that those who have COVID-19 symptoms can get care, while limiting exposure to others.

**Q:** What should I do if I think I have coronavirus?

**A:** You should call your family doctor and discuss your symptoms. You should stay home unless you are told to go to a doctor's appointment or to the hospital. If you experience severe or worsening symptoms, such as difficulty breathing, you should call 9-1-1. Make sure to tell the 9-1-1 dispatcher that you may have COVID-19. To minimize your exposure to other people in the household, you should stay in a separate area of the house, and surfaces in that area should be disinfected frequently until you have recovered.

**Q:** Do I need to wear a mask when I come to PSMC?

**A:** Yes, PSMC is requiring all patients to wear a mask when they are in the building. We ask that you bring your own mask, if possible, to help preserve medical masks for our employees. Medical masks continue to be in short supply.

**Q:** What happens if many people have to go to the ER for COVID-19?

**A:** The hospital has 11 licensed inpatient beds with one (included) negative pressure room. Pagosa Springs Medical Center has an emergency preparedness plan that allows us to use other areas of the hospital to care for patients, thus expanding our capacity. We would overflow into these other areas to handle any surge. Assuming that regional ICU beds are available, once stabilized, it is likely critical patients would be transferred to hospitals that provide higher levels of care (ICU).

**Q:** When is it appropriate to call 9-1-1 for COVID-19 related symptoms?

**A:** If you develop any of these emergency warning signs\* for COVID-19, get medical attention immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

\*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

Call 911 if you have a medical emergency: Notify the operator that you have, or think you might have, COVID-19. If possible, put on a cloth face covering before medical help arrives. Please be aware that when EMS responders arrive, they will be wearing protective equipment such as gowns, masks, and face shields to limit exposure.