

IMPORTANT MESSAGE FROM YOUR MUSTANG MEDICS*

As a result of COVID-19 concerns, we are experiencing a high volume of calls to the clinic and the DoD Nurse Advice Line. We're committed to addressing your medical concerns and need your assistance to make sure that we can prioritize those who require the most urgent care.

For those in Restriction of Movement (ROM) status

If you have mild cold or flu-like symptoms and feel comfortable providing self-care at home, please continue to do so. If you need medical assistance, please call the Nurses Advice Line or the Care Line and we will have a nurse speak with you or create a t-con for you. Our priority is to reach those patients who have reported symptoms.

If you have a routine appointment scheduled during your ROM status, we will not be able to see you in the clinic until your ROM is lifted; please reschedule your appointment via the Central Appointment Line or at Tricare Online for after your ROM end date. We ask that you NOT come into the clinic if you are on ROM unless you have received verbal instructions from our staff to do so. Please notify our staff that you are in ROM status upon arrival to the clinic.

To prevent the spread of illness within your homes, please follow the CDC's guidelines:

"Interim Guidance for Preventing the Spread of Coronavirus Disease 2019 (COVID-19) in Homes and Residential Communities" <https://www.cdc.gov/.../2019.../hcp/guidance-prevent-spread.html>.

COVID-19 Testing

We are diligently working to be able to do testing here at the MDG. Once this begins, will be following current CDC guidelines for testing and are prioritizing patients with fever or signs of lower respiratory illness (cough or shortness of breath). Providers will consider such things as severity of the illness, age, and chronic medical conditions, along with travel history and potential exposure to someone diagnosed with COVID-19. We will NOT be testing individuals who have not recently traveled or who have had close contact with a sick traveler.

Urgent Care Needs

If you have a medical emergency, please dial 911 on base or proceed to the Emergency Department at United Regional. If you feel you must be seen in the clinic within the next 24-72 hours, please call our Central Appointment Line. Alternatively, the Nurse Advice Line is also available to you 24/7.

Routine Care

Please consider delaying routine care or follow-up in the clinic if you feel this would be appropriate. This will allow us to save appointments for those needing more urgent care.

Dental Care

Our dental clinic is following the ADA (American Dental Association) COVID treatment guidelines. We are delaying routine dental cleanings, treatments such as fillings and crowns and focusing on Active Duty annual exams and treatment as well as dental pain. The dental front desk staff is reaching out to patients already

scheduled for routine work to cancel their appointments and reschedule for a later date. Sick call appointments can still be made through the Central Appointment Line.

Contact Information

Central Appointment Line: DSN: 736-2273 or COMM: 940-676-2273

Nurse Advice Line (24/7): 1-800-874-2273 (the NAL is also experiencing high call volumes). Web app to text chat or video chat at <https://mhsnurseadvice.com>.

Thank you for your support and understanding.

Very Respectfully,
82d Medical Group