

Dear Friends and Families:

We know these are challenging times for all of us locally, nationally, and globally experiencing a state of emergency of unprecedented magnitude. As we navigate the evolving impact of Coronavirus (COVID-19) in our communities, Marcos Medical Care ***STANDS FIRM*** in its commitment to patients and staff. We do this with an abundance of caution, by monitoring valid news sources to develop appropriate clinical strategies as our patients and staff is our highest concern. **We are open and here to serve you.**

Continue to remain calm as we are still in Flu/Cold/Allergy season. We wanted to offer words of advice and encouragement to reduce anxiety and keep our communities healthy during this crisis. In order to do this together we recommend the following:

Our Precautions:

- We screen patients to help stop the spread of any infections and are instituting procedures to keep our sick and healthy patients separated. We will be directing our sick patients to different areas and if you are sick, we will inform you by phone how to proceed when you arrive for your appointment
- Provide hand sanitizer at entry and exit points
- Require staff to stay home if sick
- We are cleaning rooms and surface areas multiple times a day in the office and building
- We are all instituting good hand washing techniques

What if I am sick?

- Remain calm and call Marcos Medical Care for further directions
- You may be asked a couple questions over the phone
- What if I run a fever? Then **call** Marcos Medical Care. Ask for guidance from our staff. Drink plenty of fluids
- As a responsible person, avoid going out unnecessarily and only to your scheduled appointments.
- Wear a mask to avoid further transmission of your illness
- More information can be found at [CDC-COVID-19](https://www.cdc.gov/covid-19)

Prevention:

- Keep your routine medical appointments. This is the best preventative care and maintains healthcare stability for patients
- Be current on your vaccines which include flu and pneumonia and are available in our office
- Continue with your daily exercise routines, getting plenty of good sleep, eat healthy foods (4-5 servings of fruits and vegetables a day with food that is high in omega acid and lean proteins)
- Wash your hands for at least 20 seconds under water with soap multiple times a day, singing happy birthday is about 20 seconds; another best alternative is using hand sanitizer often
- Here is a 40 second video from Hermann Memorial on [Hand-washing](#)
- Avoid close contact with people who are sick, practice [Social Distancing](#)
- Avoid touching your eyes, nose, and mouth
- Cough, sneeze into your elbow
- More good information can be found on prevention at [CDC](https://www.cdc.gov/covid-19)

Safety is and remains our highest priority. We resolve to ***STAND FIRM*** in our commitment to serve our patients and our staff that care for you. We want you to remain calm in this very fluid and dynamic climate. Know we are here for you and your families. We remain mindful and watchful alongside you in our partnership as healthcare provider and patient.

Thank you for your continued support during this new era. Let us continue to work together to keep you healthy to continue to improve your health.

A handwritten signature in black ink, appearing to read "Yolanda Marcos".

Yolanda Marcos, MD, FACP
Medical Director