If you think you have symptoms of Coronavirus (COVID-19):

- It’s important that you call us first if you think you have COVID-19 symptoms, such as cough, fever, or shortness of breath; or if you believe you’ve been exposed. This way we can direct you to the most appropriate care and assist in protecting others.

- We’re prepared to test patients for COVID-19 if testing is necessary, per U.S. Centers for Disease Control and Prevention (CDC) and public health agency criteria.

- Please call us first before coming to our clinics. Our phone numbers are:
  415-391-9686 | 650-550-3923 | 408-573-9686

**Health Care Appointments**

- We are here to assist you in getting the care that you need and will be offering our patients telephone and video appointment options to minimize the risk of COVID-19 exposure to patients, staff and the community.

- Existing appointments may be rescheduled to telephone or video appointments in order to limit the number of in-person visits at our clinics. Visit www.nems.org to see which clinics are open to the public.

- If you need to schedule a new appointment, please call us at 415-391-9686 or 650-550-3923 or 408-573-9686 to see if a phone or video appointment is a good option for you.

- Our Call Center and clinics are open Monday to Friday from 8:30am to 12:00pm and 1:00pm to 5:00pm. On-call doctors are available after 5:00pm, but only for urgent issues.

- When calling, please be patient and continue to hold until you speak to an agent. We are experiencing high call volumes at this time.

- You can also LiveChat through our website at www.nems.org to speak to our Call Center.
Prescriptions

- We are working hard to make sure you will have continued access to your medications.

- Our pharmacy staff may reach out to you to discuss mailing or delivering your chronic medication to your home.

- For medication refill requests or inquiries, **PLEASE CALL US BEFORE COMING INTO OUR CLINICS.** You can call us at:
  415-391-9686 | 650-550-3923 | 408-573-9686
  and press option “2” to directly reach our pharmacy team.

Community Resources

If you need help accessing food, housing or other community services during this time, please call us at
  415-391-9686 | 650-550-3923 | 408-573-9686
  and press # 8160 in order to be connected with our Member Services team.

How to Protect Yourself, Family and Community

**We encourage you to...**

- Wash your hands with soap and water for at least 20 seconds.

- Avoid touching high-touch surfaces in public places.

- Avoid touching your face, nose, eyes, and mouth.

- Avoid crowds and stay home as much as possible.

- Avoid all non-essential travel.

How to Reduce Your Stress

During these uncertain times, some anxiety is normal, but it is easy for our minds to get carried away. Here are some ways to help reduce your stress and anxiety:

- Limit unnecessary TV, internet and other media.

- Read reliable sources such as CDC or information from your local public health department

- Reduce your risk by taking preventative health measures

- Practice self-care, such as meditating, exercising, or talking with a friend (by telephone, WeChat or FaceTime)