



To Our Patients and Family Members:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at NHC HealthCare Columbia. Ensuring patients are cared for in a safe and healthy environment is our first priority. At this time, we don't have any cases in our Center. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. However, we need your help in battling COVID-19. Below are some examples of how you can help protect the patients, as well as prevent the spread throughout the community.

At this time, we request that family and friends do not visit the center. Out of an abundance of caution, we are requesting all visits to our center be limited unless absolutely necessary. We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including partners, who need to come into the HealthCare center.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat or social media.

Please make sure we have your most current, emergency contact information. We want to make sure we efficiently communicate with you should there be any new developments. Please reach out to Emily Tucker, Director of Social Services, (931)381-3112 with your updated contact information.

Please help prevent the spread of infection by exercising proper [hand washing hygiene](#) as well as [coughing and sneezing etiquette](#). We offer hand washing and alcohol-based hand sanitizer stations throughout the center, which you are welcome to use. Please also avoid shaking hands and hugs with any individual. **If you are experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, please let a center partner know immediately.**

Our Center is following the recommendations of the CDC on prevention steps, including following strict handwashing procedures, and in many circumstances, wearing gowns and gloves when interacting with patients who present symptoms. We also are staying up to date with the CDC recommendations as they may continue to change.

Should you have any questions, please feel free to contact our center at: (931)381-3112.

For additional information, please visit the CDC's coronavirus disease [information page](#).

Sincerely,

C. Scott Bidwell
Administrator
NHC HealthCare Columbia