



March 27, 2020

NOTICE

The Board of Directors of the Kaweah Delta Health Care District will meet in an open Marketing and Public Affairs Committee meeting at 10:00AM on Wednesday April 1, 2020 in the Kaweah Delta Medical Center – Support Services Building – Copper Conference Room - 2nd Floor {520 W. Mineral King, Visalia}. This meeting will be available via GOTO Meeting due to Governor Gavin Newsom’s Stay at Home Order to slow the spread of COVID-19:

Please join my meeting from your computer, tablet or smartphone.

<https://www.gotomeet.me/CindyMoccio>

You can also dial in using your phone.

United States: [+1 \(224\) 501-3412](tel:+12245013412) **Access Code:** 286-728-029

Due to COVID19 visitor restrictions to the Medical Center - the disclosable public records related to agendas can be obtained by contacting the Board Clerk at Kaweah Delta Medical Center – Acequia Wing, Executive Offices (Administration Department) {1st floor}, 400 West Mineral King Avenue, Visalia, CA via phone 559-624-2330 and on the Kaweah Delta Health Care District web page <http://www.kaweahdelta.org>.

KAWEAH DELTA HEALTH CARE DISTRICT
David Francis, Secretary/Treasurer

A handwritten signature in black ink that reads 'Cindy Moccio'.

Cindy Moccio
Board Clerk, Executive Assistant to CEO

DISTRIBUTION:
Governing Board
Legal Counsel
Executive Team
Chief of Staff
<http://www.kaweahdelta.org>

KAWEAH DELTA HEALTH CARE DISTRICT BOARD OF DIRECTORS MARKETING & PUBLIC AFFAIRS COMMITTEE

Wednesday, April 1, 2020
Kaweah Delta Medical Center
Support Services Building {520 West Mineral King Avenue}
Copper Conference Room {2ND Floor}

<https://www.gotomeet.me/CindyMoccio>

dial in option: 1-224-501-3412 / Access Code 286-728-029

ATTENDING: Directors: Nevin House (Chair) and Garth Gipson ; Gary Herbst, Chief Executive Officer; Marc Mertz, Vice President/Chief Strategy Officer; Dru Quesnoy Director of Marketing and Communications; Laura Florez-McCusker, Director of Media Relations; Deborah Volosin, Director of Community Engagement; Jennifer Corum, Senior Marketing Specialist; Raymond Macareno, Senior Communications Specialist; Melissa Withnell, Senior Communications Specialist; Jennifer Manduffie, Senior Graphic Designer; and Tammy Bonilla, Recording

OPEN MEETING – 10:00 AM

1. **Call to order** – *Nevin House, Chair*
2. Public / Medical Staff participation – Members of the public wishing to address the Committee concerning items not on the agenda and within the subject matter jurisdiction of the Committee may step forward and are requested to identify themselves at this time. Members of the public or the medical staff may comment on agenda items after the item has been discussed by the Committee but before a Committee recommendation is decided. In either case, each speaker will be allowed five minutes.
3. **Marketing and Public Affairs Mission and Purpose** – Recommendation to the Board regarding new Mission and Purpose statement and to change the committee name to Marketing and Community Relations Committee
Nevin House, Chair and Marc Mertz, Vice President/Chief Strategy Officer
4. **Review of Current and Upcoming COVID-19 Communication Efforts**
 - a. **Marketing** – *Dru Quesnoy, Director of Marketing*

- b. **Social Media and Media Relations** – *Laura Florez-McCusker, Director of Media Relations*
- c. **Community Members** – *Deborah Volosin, Director of Community Engagement*

Adjourn – *Nevin House, Chair*

In compliance with the Americans with Disabilities Act, if you need special assistance to participate at this meeting, please contact the Board Clerk (559) 624-2330. Notification 48 hours prior to the meeting will enable the District to make reasonable arrangements to ensure accessibility to the Kaweah Delta Health Care District Board of Directors meeting.

KAWEAH DELTA HEALTH CARE DISTRICT

MARKETING AND COMMUNITY RELATIONS COMMITTEE

MISSION AND PURPOSE: To oversee Kaweah Delta's marketing and community relations activities in order to increase the community's awareness of available services and to improve engagement with the population we serve. Additionally, creates a brand that builds preference for Kaweah Delta in the minds of consumers and creates a public image that instills trust, confidence, and is emblematic of Kaweah Delta's mission statement and our vision to become world-class. Further develops and fosters a positive perception that will attract the highest caliber of employees and medical staff.

SPECIFIC RESPONSIBILITIES:

1. Development of Kaweah Delta's brand and image
 - Develop and maintain Kaweah Delta's organizational branding and ensure its consistent use according to the style guide
 - Partner with and support local organizations to improve the health of the communities we serve
 - Measure the community's perception of Kaweah Delta through surveys, focus groups, and other tools
2. Marketing and promotion
 - Development and execution of a comprehensive marketing plan that is consistent and unified in its messaging
 - Maintain an active social media presence to promote Kaweah Delta and to respond to community questions and comments
 - Educate the community regarding new and expanding services
 - Reach new consumers to educate them regarding Kaweah Delta's available services and locations
 - Maintain an effective return-on-investment for marketing campaigns
3. Community engagement
 - Engage the community through committees, events, and communications to ultimately improve the public's perception of Kaweah Delta and its services
 - Engage our employees and medical staff through committees, events, and communications to improve positive perception of Kaweah Delta and to increase retention and recruitment
 - Host events intended to promote Kaweah Delta and community health and wellness

- Manage the Kaweah Delta Community Engagement initiative, including Community Advisory Committees
 - Support and sponsor local organizations that promote health and wellness
4. Media Relations
- Development of a consistent and proactive public relations plan that provides our community with communications that are effective, clear, timely, relevant, and builds trust and confidence in Kaweah Delta.
 - Increase media coverage of Kaweah Delta in local and state-wide media.
 - Build a positive profile of Kaweah Delta's CEO and Board within the community through media relations activities.
5. Strategic growth
- Increase primary and secondary area market share across service lines, particularly in key service lines: cardiovascular surgery, general surgery, emergency and trauma medicine, neurosciences, cancer care, orthopedics, maternal child health, outpatient services and clinics
 - Identify opportunities to expand into new markets or to add new services

Revised and approved by the Marketing and Public Affairs Committee on April 1, 2020 and approved by the Board of Directors on _____.

Command Center Update - March 24, 2020

COVID-19

“Alone we can do so little,
together we can do so much.”
- Helen Keller

Command Center Update Tuesday, March 24, 2020 - 6:30 PM

As we adjust to life during the COVID-19 pandemic, our organization continues to prioritize the health of our patients, medical staff, employees, and the communities we serve. The challenges the world and at home has forced us to change our day-to-day lives and work, reminding us how closely connected we are to each other.

So much change in such a short time period often causes us to feel stressed and overwhelmed by the uncertainty surrounding us. But, in these times of uncertainty, we also gain a deeper understanding of our community. Life is unpredictable – at times frightening – but it can inspire kindness, connection, and hope for a greater good. Though we would not choose for our community to face crisis, we are grateful for the unexpected gifts - a renewed value and affection for the people and places we care about. In times that our true nature reveals itself: we're in it together. We rise up to meet the challenge together.

Purple Top Wipes

7/24

Although we currently have a supply of purple top wipes, our inventory is low.

Command Center Update - March 26, 2020

COVID-19

Thank you for your commitment to serve our patients.
We see you, we appreciate you, and we are proud to stand with you.

Command Center Update **Thursday, March 26, 2020 - 6:15 PM**

Here are the latest updates from the Command Center. Today we are covering an upcoming road closure, text alerts, a "big" donation, and a salute to healthcare workers.

Hot Topics – Infection Prevention

- Please keep an eye out for more information related to mask usage. The original masks will be rolled out tomorrow by Dan Allain, Vice President of Cardiac and Surgical Services.
- Personal Protective Equipment (PPE) must be secured on our nursing units. We are looking for a solution that works for your area so it is only accessible by your work units.
- If an existing patient develops new onset respiratory symptoms, please report to your provider to evaluate him or her for any exposure risk or isolation need. Please place the patient in respiratory isolation to 2South.
- Infection Prevention has been working hard to prepare a searchable PPE grant, which is an important tool.
- New, more rapid COVID-19 testing for inpatients will soon be available at Kaweah Delta, which will provide results, as opposed to sending samples and waiting for test results to return.

Road Closure

Starting next week, the City of Visalia will close a small city block to improve access to Kaweah Delta for COVID-19 testing. Effective Tuesday, March 31, Floral Street will be closed one block north of the Medical Center (between Main Street and Acequia Avenue). Residents, who the Tulare County Public Health Department would like to test, are asked to use the lot and park in the diagonal parking spaces on the street's west side. Our Kaweah Delta staff will be sending these individuals to the Tulare County Public Health Laboratory, which is located at 9/24

COVID-19 Eblasts & Radio Scripts



Here is the latest on what you can do to protect yourself from COVID-19, what we are doing at Kaweah Delta to keep patients safe, and other related activities in Tulare County.

Statewide

On the afternoon of March 4, Gov. Gavin Newsom declared a State of Emergency to make additional resources available to help make supplies and resources available to prevent the spread of COVID19.

Countywide

There remains no evidence of an infection of COVID-19 in Tulare County, according to the Tulare County Health and Human Services Agency. For updates from TCHHSA on the number of individuals in the county being self monitored, click [HERE](#) (site updated two times a week). Hospitals in the area continue to be vigilant with infection prevention and testing, when indicated. The county has the ability to test locally; test results are typically available within 24-48.

Kaweah Delta

Although the risk remains low in Tulare County, we continue our work to prevent and prepare for a local exposure of COVID-19. We highly encourage our staff, patients, visitors, and community to, “think flu first” when experiencing any symptoms associated with COVID-19 such as fever, cough, and shortness of breath. However, call your doctor if you develop **symptoms, and have been in close contact** with a person known to have COVID-19 or have **recently traveled** from an area with widespread or ongoing community spread of COVID-19.



Again, we remind our community that facemasks are not recommended for people who are well and that we are issuing them only to patients. Facemasks should be used by people who show symptoms of COVID-19 (above) to help prevent the spread of the disease to others. **This ensures that we have enough supply for**

our patients as evidence indicates that most people who are not sick do not need to wear them.

There has also been talk about N95 respirator masks, which are important to healthcare workers in a hospital setting, but not to the general community. While they prevent germs from entering the airways of healthy people, they must be fitted to the healthcare workers’ face to ensure a good seal and protection. When masks and N95 Respirators (masks) are used inappropriately, healthcare workers and patients are at risk for contracting and spreading disease.

We encourage you to follow the Center for Disease Control & Prevention’s preventive actions:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

Click below for updates on COVID-19 activities as we know more.

[More Info](#)

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®
Got this as a forward? [Sign up](#) to receive our future emails.
[View this email online.](#)

400 W. Mineral King Ave
Visalia, CA | 93291 United States

This email was sent to .
To continue receiving our emails, add us to your address book.





Kaweah Delta

MORE THAN MEDICINE. LIFE.



The COVID-19 situation is evolving rapidly, and we continue to adapt our practice and policies accordingly to keep our patients and community safe. We are in regular communication with Tulare County and other local healthcare providers.

Here is the latest on COVID-19, what we are doing at Kaweah Delta to keep patients safe, and other related activities in Tulare County.

COVID-19 Testing

Please do not report to the Emergency Room for COVID-19 testing. If you suspect that you might have or have been exposed to COVID-19, please call your primary care physician or the County at 2-1-1 to determine if you need to be tested.

Visitor Restrictions

Effective immediately we will be limiting patients to **one visitor** in all areas of the hospital, in our clinics and all Kaweah Delta locations. At this time, no children are allowed (unless they are a patient or have an appointment). Exceptions to these restrictions are for patients who are at the end of life and will be evaluated individually. For location-specific restrictions, please click the link below.

Entrance Changes

The hospital entrance at Mineral King will be open only to **Emergency Department and OB/Labor patients**. All other patients and visitors will need to enter through our **Acequia Wing entrance**. The best place to park is in the parking structure on Acequia Ave. or in the surface lots around the Acequia Wing entrance.

The Surgery Center entrance off of West Street will be limited to only Surgery Center and Endoscopy patients. As always, patients and visitors are prohibited from entering through Employee Only entrances.

Event Cancellations

At this time, all events and support groups have been cancelled in an effort to keep our community safe and healthy.

Click below for updates on COVID-19 activities as we know more.

[More Info](#)

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

400 W. Mineral King Ave
Visalia, CA | 93291 United States

This email was sent to .
To continue receiving our emails, add us to your address book.





COVID-19 UPDATE

[En Español](#)

The COVID-19 situation continues to evolve rapidly, and we continue to adapt our practice and policies accordingly to keep our patients and community safe. We are in regular communication with Tulare County and other local healthcare providers.

Here is the latest on COVID-19, what we are doing at Kaweah Delta to keep patients safe, and other related activities in Tulare County.

COVID-19 Testing

We have put up 3 tents and are working to set up two larger tents to expand capacity and further improve the safety of COVID-19 testing for Tulare County residents.

DO NOT walk up to these tents, into a medical office or into a hospital.

DO

- Call your doctor for instructions
- Call the Tulare County Communicable Disease telephone line by calling 2-1-1 if you are not well and suspect that you might have or have been exposed to COVID-19. The County will assist with testing information, scheduling and providing next steps.
- If you are experiencing severe respiratory distress or fever, proceed to your closest emergency department but **call ahead - DO NOT** just walk in. If coming to Kaweah Delta, call (559) 624-2862.

Visitor Restrictions and Hours

Patients are limited to **one visitor** in all areas of the hospital, our clinics and all Kaweah Delta locations. At this time, no children are allowed (unless they are a patient or have an appointment). Exceptions to these restrictions are for patients who are at the end of life and will be evaluated individually. For location-specific restrictions, please click the link below.

We have shortened our visiting hours to 9:00 am to 6:00 pm.

We are also not allowing any visitors to wait in our lobby areas. One visitor may accompany a patient. All others must wait outside.

Entrance Changes

The hospital entrance at Mineral King will be open only to **Emergency Department, OB/Labor patients and Lab patients only.**

All other patients and visitors will need to enter through our **Acequia Wing entrance**. The best place to park is in the parking structure on Acequia Ave. or in the surface lots around the Acequia Wing entrance.

The Surgery Center entrance off of West Street will be limited to only Surgery Center and Endoscopy patients. As always, patients and visitors are prohibited from entering through Employee Only entrances.

Event Cancellations

At this time, all events and support groups have been cancelled in an effort to keep our community safe and healthy.

Click below for updates on COVID-19 activities as we know more.

[More Info](#)

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

400 W. Mineral King Ave
Visalia, CA | 93291 United States

This email was sent to .

To continue receiving our emails, add us to your address book.





COVID-19 UPDATE

The COVID-19 situation continues to evolve rapidly, and we continue to adapt our practice and policies accordingly to keep our patients and community safe. We are in regular communication with Tulare County and other local healthcare providers.

Here is the latest on COVID-19, what we are doing at Kaweah Delta to keep patients safe, and other related activities in Tulare County.

COVID-19 Testing

We have put up several tents and are working to set up more tents to expand capacity and further improve the safety of COVID-19 testing for Tulare County residents.

DO NOT walk up to these tents, into a medical office or into a hospital.

DO

- Call your doctor for instructions
- Call the Tulare County Communicable Disease telephone line by calling 2-1-1 if you are not well and suspect that you might have or have been exposed to COVID-19. The County will assist with testing information, scheduling and providing next steps.
- If you are experiencing severe respiratory distress or fever, proceed to your closest emergency department but **call ahead - DO NOT** just walk in. If coming to Kaweah Delta, call (559) 624-2862.

Visitor Restrictions

Effective Wednesday at 12 pm, **no visitors** will be allowed at the Medical Center. Limited exceptions to these restrictions of one visitor (no rotations) are for patients who are at the end of life, labor and delivery, NICU and pediatric patients, and those with dementia/developmental delays which require a direct caregiver. If an exception is made for a visitor, they will be screened for temperature and respiratory illness. Family and loved ones looking for patients can call (559) 624-2000 for patient updates. We encourage you to use phones to video chat with loved ones and will soon provide resources to those without the needed technology.

Entrance Changes

- The hospital entrance at Mineral King will be open only to **Emergency Department, OB/Labor, Infusion and Lab patients only.**
- The **Surgery Center** entrance off of West Street will be limited to only **Surgery and Endoscopy patients.**
- All others will need to enter through our **Acequia Wing entrance.**



REQUEST FOR MEDICAL RECORDS

Effective Tuesday, March 17, 2020, all patient release of information requests can be submitted via email, fax, or mail. We will do our due diligence to process your requests in a timely manner.

Access to Health Records

For the safety of our staff and patients, our Health Information Management team has decided to temporarily close our Release of Information desk at the Acequia Wing. We understand that access to your medical information is important

and essential; we will still be available to process your requests for release of information remotely. Requests can be submitted via email, fax, or mail. We will do our due diligence to process your requests in a timely manner. To download the release of information authorization please visit our website - click [HERE](#)

Patient Accounting

For the safety of our staff and patients, Patient Accounting has decided to temporarily close the Patient Accounting Help Desk in the Acequia Wing Lobby. Our patient accounting team will still be available remotely to process payments and answer any billing questions.

- Phone: (844) 262-8636
- (559) 624-4200
- Web: kaweahdelta.org/paymybill

Click below for updates on COVID-19 activities as we know more.

[More Info](#)

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

400 W. Mineral King Ave
Visalia, CA | 93291 United States

This email was sent to .
To continue receiving our emails, add us to your address book.





Kaweah Delta

MORE THAN MEDICINE. LIFE.



As the COVID-19 situation continues to evolve rapidly, and we continue to adapt our practice and policies accordingly to keep our patients and community safe. Here is the latest on COVID-19, what we are doing at Kaweah Delta to keep patients safe, and other related activities in Tulare County.

Visitor Restrictions

Currently, **no visitors** will be allowed at the Medical Center. Limited exceptions to these restrictions of one visitor (no rotations) are for patients who are at the end of life, labor and delivery, NICU and pediatric patients, and those with dementia/developmental delays which require a direct caregiver. If an exception is made for a visitor, they will be screened for temperature and respiratory illness. Family and loved ones looking for patients can call (559) 624-2000 for patient updates.

Virtual Visitation

We are determined not to let this temporary no-visitor policy get in the way of connecting our patients with their families. Today, we began issuing iPads to patients who do not have devices capable of live streaming technology so that they can virtually visit with loved ones during their stay. We have also temporarily relaxed some of our video and photography policy to allow these virtual visits as well. Teams are cleaning devices with germicidal wipes and deleting all call history between uses.

KDMC Lab Closure

Kaweah Delta Medical Center has decided to temporarily restrict access to noncritical services in the interests of patient safety. As such, the Clinical Laboratory patient service center located in the basement of the Mineral King Wing will close on Monday, March 23. The lab will re-open at some point in the future when conditions allow. Patients needing lab work can visit (click location for address and details):

- [Willow Plaza Drawstation](#)
- [Kaweah Admissions and Testing \(KATS\)](#)
- [Kaweah Delta Imaging Center](#)
- [Kaweah Delta Urgent Care \(Demaree\)](#)

Click below for updates on COVID-19 activities as we know more.

More Info

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®
Got this as a forward? [Sign up](#) to receive our future emails.
View this email [online](#).

400 W. Mineral King Ave
Visalia, CA | 93291 United States

This email was sent to .
To continue receiving our emails, add us to your address book.





Kaweah Delta

MORE THAN MEDICINE. LIFE.



As the COVID-19 situation continues to evolve rapidly, we continue to adapt our practice and policies accordingly to keep our patients and community safe. Here is the latest on COVID-19, what we are doing at Kaweah Delta to keep patients safe, and other related activities in Tulare County.

Visitor Restrictions

In an effort to protect our patients, providers, staff, and community as a whole, **no visitors** are allowed at this time. Limited exceptions to these restrictions of **one** visitor (no rotations) are made for patients who are at the end of life, labor and delivery, NICU and pediatric patients, and those with dementia/developmental delays. If an exception is made for a visitor, they will be screened for temperature and respiratory illness. Family and loved ones looking for patients can call (559) 624-2000 for patient updates. Virtual visitation is also available to help connect patients with their loved ones via live streaming technology.

KDMC Lab Closure

Kaweah Delta Medical Center has temporarily restricted access to non-critical services in the interest of patient safety. As such, the Clinical Laboratory patient service center located in the basement of the Mineral King Wing is closed. The lab will re-open at some point in the future when conditions allow. Patients in need of lab work can visit (click location for address and details):

- [Willow Plaza Drawstation](#)
- [Kaweah Admissions and Testing \(KATS\)](#)
- [Kaweah Delta Imaging Center](#)
- [Kaweah Delta Urgent Care \(Demaree\)](#)

Donations

Kaweah Delta has been the recipient of some very generous donations and support from our community and we are deeply grateful. To ensure that donations are acknowledged and handled appropriately, we ask that you route them through our Kaweah Delta Hospital Foundation.

Kaweah Delta Hospital Foundation, 216 S. Johnson, Visalia

(559) 624-2359

kaweahdelta.org/foundation

*If dropping off at the foundation office (little yellow house), feel free to park in the driveway, honk your horn, and someone will be out shortly.

Information Line

We have established a community information line that you may call anytime for information about COVID-19 testing, changes in our visitor or entrance policies and more. The line will be updated as new information is available.

Kaweah Delta Community Resource Line

(559) 624-4640

Click below for updates and information on COVID-19.

[More Info](#)

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

400 W. Mineral King Ave
Visalia, CA | 93291 United States

This email was sent to .
To continue receiving our emails, add us to your address book.





COVID-19 UPDATE

En Español

Wednesday, March 25, 2020

As the COVID-19 situation continues to evolve rapidly, here is the latest on what we are doing at Kaweah Delta to keep staff, patients and visitors safe.

Frequently Asked Questions

Gary Herbst, our Chief Executive Officer, sat down to answer your COVID-19 questions last week.

- Is every patient admitted to the hospital being swabbed for the coronavirus?
- Are hospital staff being given adequate personal protective equipment?
- How many ventilators does Kaweah Delta have?
- Is there any chance that Kaweah Delta would change to a no-visitor policy with no exceptions?
- What are you doing to keep patients and their families connected?

Here's what he had to say.



Road Closure

Starting next week, Floral Street between Main Street and Acequia Avenue will close to expand the area Kaweah Delta is using to screen Tulare County residents for COVID-19. We will share more in our next eblast.

COVID-19 Screening Hotline

We have launched a new, free screening hotline intended to assess people who may have COVID-19 symptoms from the safety of their home to avoid the unnecessary exposure of themselves and others. For more info [CLICK HERE](#).



Donations

Kaweah Delta has been the recipient of some very generous donations and support from our community and we are deeply grateful. To ensure that donations are acknowledged and handled appropriately, we ask that all donations are given through the Kaweah Delta Hospital Foundation.

Kaweah Delta Hospital Foundation, 216 S. Johnson, Visalia

(559) 624-2359

kaweahdelta.org/foundation

If dropping off at the foundation office (little yellow house), feel free to park in the driveway, honk your horn, and someone will be out shortly.

Visitor Restrictions

Due to COVID-19, Kaweah Delta has a no visitor policy in place. Exceptions are made for:

- End of Life patients
- Labor & Delivery/NICU/Pediatric patients (all minors)
- Dementia/developmentally delayed patients

If an exception is made for a visitor (must be the same visitor throughout the patient's stay), they must pass a temperature and respiratory infection screening. Family and loved ones looking for patients can call 559-624-2000 for patient updates.

Click below for updates and information on COVID-19.

More Info

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

400 W. Mineral King Ave
Visalia, CA | 93291 United States

This email was sent to .
To continue receiving our emails, add us to your address book.

emma



Individuals who have a primary care physician should contact their physician for an assessment first before calling the COVID-19 Screening Hotline.

If you think you have COVID-19 symptoms or have been exposed to someone who does, stay home. Kaweah Delta is providing free COVID-19 assessments by phone. We will assess you over the phone so that you remain in your home and only need to leave if testing is needed. This service helps reduce the spread of COVID-19 and keeps medical facilities open and available to provide important care.

Step 1: Call (559) 624-4110

We'll schedule you for a same-day phone appointment with a provider

Step 2: We'll call you to register you for your appointment.

You will be asked to provide a summary of symptoms, insurance information (if any), medical history, medications being taken, and a list of allergies.

Step 3: Provider calls you for a COVID-19 assessment

During the call with our provider, your symptoms will be checked via phone to determine if you need to visit a COVID-19 testing site or medical facility. Your verbal consent is required before the assessment begins.

Who can call?

Anyone. Phone assessments are available for all people in the Tulare County area. Please call your primary care physician first.

What does it cost?

No cost. Phone assessments do not require a co-pay.

What are COVID-19 symptoms?

Within the last 14 days:

- Fever of 100.4* F (38°C) or higher
- Excessive dry cough
- Shortness of breath or difficulty breathing
- Travel via plane, train, or cruise
- Exposure to someone with confirmed case of COVID-19 virus

[More Info](#)

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

400 W. Mineral King Ave
Visalia, CA | 93291 United States

This email was sent to .
To continue receiving our emails, add us to your address book.

emma®



Advertiser:	Kaweah Delta
Start/End Date:	
Length:	:30
Title:	COVID-19 Health Tips

COPY:

	1	THERE ARE EVERY DAY ACTIONS YOU CAN TAKE TO
	2	HELP PREVENT THE SPREAD OF RESPIRATORY
	3	DISEASES LIKE CORONAVIRUS. WASH YOUR HANDS.
:10	4	AVOID CLOSE CONTACT WITH PEOPLE WHO ARE SICK.
	5	AVOID TOUCHING YOUR EYES, NOSE, AND MOUTH. STAY
	6	HOME IF YOU ARE SICK. COVER YOUR COUGH OR
	7	SNEEZE. CLEAN AND DISINFECT FREQUENTLY TOUCHED
	8	OBJECTS WITH HOUSEHOLD CLEANING SPRAY. FOR THE
:30	9	LATEST INFORMATION ON WHAT KAWEAH DELTA IS
	10	DOING TO PROTECT THE HEALTH AND SAFETY OF OUR
	11	COMMUNITIES, VISIT KAWEAHDELTA.ORG/COVID19 .
	12	KAWEAH DELTA. MORE THAN MEDICINE. LIFE.
	13	
	14	
	15	
:60	16	



Advertiser:	Kaweah Delta
Start/End Date:	
Length:	:30
Title:	COVID-19 Signs and Symptoms

COPY:

	1	FEVER, COUGH, AND SHORTNESS OF BREATH ARE
	2	SYMPTOMS OF THE CORONAVIRUS. SEEK MEDICAL
	3	ADVICE IF YOU DEVELOP SYMPTOMS AND HAVE BEEN IN
:10	4	CLOSE CONTACT WITH A PERSON KNOWN TO HAVE
	5	COVID-19 OR HAVE RECENTLY BEEN IN AN AREA WITH
	6	ONGOING SPREAD OF COVID-19. STOP THE SPREAD BY
	7	KNOWING THE SIGNS AND SYMPTOMS. FOR THE LATEST
	8	INFORMATION ON WHAT KAWEAH DELTA IS DOING TO
:30	9	PROTECT THE HEALTH AND SAFETY OF OUR
	10	COMMUNITIES, VISIT KAWEAHDELTA.ORG/COVID19 .
	11	KAWEAH DELTA. MORE THAN MEDICINE. LIFE.
	12	
	13	
	14	
	15	
:60	16	



Advertiser:	Kaweah Delta
Start/End Date:	
Length:	:30
Title:	COVID-19 Health Tips

COPY:

		1	AMERICANS ARE BEING ASKED TO DO A LOT RIGHT NOW
		2	TO STOP THE SPREAD OF CORONAVIRUS. NOW IS THE
		3	TIME TO BE SELFLESS FOR OTHERS TO PROTECT THOSE
	:10	4	WHO ARE MOST SUSCEPTIBLE TO COVID-19. WHETHER
		5	YOU FEEL SICK OR NOT, STAY HOME. YOU CAN HELP
		6	SAVE LIVES. WE'RE IN THIS TOGETHER. FOR THE LATEST
		7	INFORMATION ON WHAT KAWEAH DELTA IS DOING TO
		8	PROTECT THE HEALTH AND SAFETY OF OUR
	:30	9	COMMUNITIES, VISIT KAWEAHDELTA.ORG/COVID19 .
		10	KAWEAH DELTA. MORE THAN MEDICINE. LIFE.
		11	
		12	
		13	
		14	
		15	
	:60	16	



Advertiser:	Kaweah Delta
Start/End Date:	
Length:	:30
Title:	Viruses Don't Discriminate

COPY:

<p>:10</p> <p>:30</p> <p>:60</p>	1	VIRUSES DON'T DISCRIMINATE AND NEITHER SHOULD
	2	WE. DISEASES CAN MAKE ANYONE SICK REGARDLESS
	3	OF AGE, RACE, OR ETHNICITY. STIGMA WILL NOT FIGHT
	4	CORONAVIRUS BUT SHARING ACCURATE INFORMATION
	5	WILL. VISIT KAWEAHDELTA.ORG/COVID19 TO LEARN
	6	MORE ABOUT SIGNS AND SYMPTOMS OF COVID-19, HOW
	7	YOU CAN PROTECT YOURSELF AND OTHERS, AND WHAT
	8	KAWEAH DELTA IS DOING TO PROTECT THE HEALTH AND
	9	SAFETY OF OUR COMMUNITIES. BROUGHT TO YOU BY
	10	KAWEAH DELTA. MORE THAN MEDICINE. LIFE.
	11	
	12	
	13	
	14	
	15	
	16	

COVID-19_3.13.2020

COVID-19



When I was a boy and I would see scary things in the news, my mother would tell me, 'Look for the helpers. You will always find people who are helping. In times of disaster,' I remember my mother's words and realizing that there are still so many helpers—so many caring people in this world.

All across the world, we are seeing widespread fear related to the COVID-19 pandemic. Most people, understandably, are distancing themselves. However, there is one group of people that voluntarily steps forward in need; one group that puts others above themselves: healthcare workers. Our employees and medical staff are committed to caring for others during this crisis and have stepped forward and answered the call.

Today, we have learned from Tulare County Health & Human Services that a patient was treated at our urgent care center on Court Street, and later seen at the hospital. The patient is currently self-quarantined at their home. Our employees had no contact with the patient and we have no reason to believe that anyone else had. We will continue to monitor all employees that came in contact with the patient and anyone that displays symptoms.

Your dedication during this time of crisis demonstrates that healthcare workers are keeping our promise of compassion for all. Thank you for all that you are doing for our communities.

The COVID-19 situation is constantly evolving. As more information becomes available, we will share it with our employees and our community. We will be issuing a joint statement with Tulare County. Here are some additional updates from today: