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Concierge-Level Home Care
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Do you have an existing medical problem and you need medical advice? Will your health care provider be available to you if you have a non-COVID-19-related medical issue?

ABSOLUTELY! Now is not a time to ignore our own health or the health of someone we have responsibility for. Staying vigilant, paying close attention to symptoms that may need intervention, and staying in touch with our own personal Health Care Provider is needed now, more than ever. The medical community is actively caring for those afflicted AND not afflicted with the coronavirus.

If you are managing care for someone else (elder parents, relatives, and/or friends), work a wellness check into your daily phone call. The **data you gather** can often reveal issues early on, that if left undetected, can result in medical problems that need more intensive treatment.

Gather your data and incorporate these questions into your check-in call:

- Have you taken your medications today?
- When do you need a refill?
- Are you checking your "numbers?"
- Do you notice any issues/problems?
- Are you: eating (what?), staying hydrated, and sleeping?
- And the always awkward question: How are things in the bathroom?

Okay, you've determined that whatever you have going on merits a call to your health care provider. Where do you start?

1. Call your Health Care Provider / Primary Care Physician's office
2. You will likely NOT speak to a clinician (Nurse, NP, PA, or Physician) at first
3. Be clear about your situation/symptoms, and that you would like a call back from a Clinician.
4. **Ask:** When can you expect that call?

What you should expect in return:

- A same-day call back from a Clinician in the office.
- An interview about what's going on. **Be ready and have your data written down.**
- You may have a detailed telephone interview, or a video appointment if you have the capability.
- You may be offered an appointment in the office.
- Ask about "clean and dirty areas" of the office and how you can most safely be seen.
- Offices have developed efficient and safe methods of seeing patients, cleaning all areas after each use, and strict usage of Personal Protective Equipment.

***Don't ignore your symptoms!
Take good care and be well.***