

# A Message From Our CEO, Dr. John Swagert

Dear Patients and Partners,

There is no doubt our world is very different than it was just a few weeks ago. As the Coronavirus (COVID-19) pandemic has evolved, our team of dedicated healthcare professionals has been doing everything it can to best serve our patients.

Here is what I'd like you to know:

**1) There aren't enough tests for everyone who wants them.** Just like other healthcare providers, we do not have nearly the amount of tests we'd like to have and are doing everything we can to get more. But even when we do test, the results are taking at least five days to come back. This means we have to assume patients with symptoms likely have the virus. In most cases the test results do not change the treatment recommendations, so we have learned to function without the test. The treatment usually involves staying home and avoiding contact with others to avoid spreading the virus and watching for severe symptoms, such as shortness of breath, that require medical evaluation. A clinic visit for mild symptoms is not recommended or needed, especially since a COVID-19 test is not likely to be performed at the visit. However, you do have the option of scheduling an appointment with us and depending on your symptoms, you will meet with a provider in person or over the phone through a televisit.

**2) The shortage of testing means we don't truly know how much Coronavirus is in our community.** The safest thing for you to do is to assume everyone has it and protect yourself and your family

accordingly. That means following the guidelines we've been hearing over and over: wash your hands thoroughly, don't touch your face, don't share personal items and practice social (personal) distancing. Although extremely difficult, avoiding unnecessary contact with others, and isolating yourself when you aren't feeling well are the absolute best things you can do right now.

**3) Normal healthcare needs have not gone away because of Coronavirus.** In an effort to make appointments more convenient and avoiding unnecessary contact with others who might have the virus, we are now offering televisits for routine matters that can effectively be handled over the phone. For those coming into our clinic, please be ready to be quickly screened to help us keep patients who do not have COVID-19 symptoms separated from those who do. We have also decided to move our resources to where they are most needed, so, for the time being, we have suspended services at our school-based Atkinson and Christown YMCA clinics and have adjusted our hours to Monday thru Friday 8 a.m. to 5 p.m. Before coming in it is important you call (602) 243-7277 to schedule your appointment, tell us the reason for the visit, and find out if a visit with your provider by phone is an option for you.

In addition to health-related concerns, this has caused a lot of new worries to many of the families we serve. To assist with some of those, we've created a webpage full of resources that will be updated frequently. You can find it [here](#).

Finally, we aren't sure what the immediate future holds, but as we have for the past 40 years, Mountain Park will do everything we can to be here for those who need us most.

Sincerely,  
*Dr. John Swagert, CEO*  
Mountain Park Health Center