

Frequently Asked Questions – Evaluation and Treatment of COVID-19 Patients

Updated October 19, 2020

Where do patients go for COVID-19 testing?

If patients are experiencing COVID-19 symptoms including fever, cough and shortness of breath, they are asked to call their primary care provider who will determine the need for testing or care.

If a patient does not have a primary care provider, they can use WellSpan's online screening tool at www.WellSpan.org/Coronavirus to determine if they may be at risk for COVID-19. Also, patients may use WellSpan Online Urgent Care to be seen quickly and safely, without the need to travel to a care location. Patients should visit www.WellSpan.org/OUC to get started. Finally, all of our physical Urgent Care locations are available for in-person visits for those who do not have a primary care provider.

How is WellSpan now caring for patients who need evaluation and treatment for COVID-19?

As of October 1, all WellSpan Medical Group practices are now providing evaluation and care for patients who are experiencing COVID-19 symptoms. If patients are experiencing COVID-19 symptoms including fever, cough and shortness of breath, they are asked to call their primary care provider who will determine the need for testing or care.

WellSpan Medical Group practices that recently served as dedicated COVID-19 evaluation and treatment sites have returned to providing patients with their intended care services.

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Finally, a Coronavirus Information Hotline is in place for patients that may have questions. Call toll-free at (855) 851-3641. The line is open daily from 8:30 a.m. – 7:30 p.m.

Where can I direct high-risk patients for evaluation for COVID-19?

For high-risk patients, WellSpan's telemedicine options offer a safe and convenient alternative to ensure they are getting the high-quality care they need – where, when and how they want it.

We also recommend that patients use WellSpan's online screening tool at www.WellSpan.org/Coronavirus to determine if they may be at risk for COVID-19.

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What factors contributed to the decision to treat all patients in their preferred site of care or medical home?

This decision has been made by leaders of WellSpan's Medical Group and Infection Control Team as they considered a variety of factors, including national and state health agency recommendations, implications of the upcoming flu season, organizational preparedness and practices of neighboring health systems.

Is it safe to visit a practice now that they are seeing COVID-19 positive patients?

Yes. It remains safe to visit all WellSpan facilities. WellSpan Medical Group practices have been preparing for this transition for the past month, with practices following careful guidance and standardized work to shift their operations to more normalized operations. In addition, we continue to reinforce the appropriate use of masks and PPE, social distancing, and proper hand hygiene by all employees. And patient and staff screening remain in place at all outpatient locations.

Where can I refer patients who are COVID-19 positive or who have screened positive who need imaging and lab studies?

See the following lists by region for WellSpan imaging and lab locations that are available for patients who are COVID-19 positive or who have screened positive.

- [WellSpan East Region \(Lebanon and Lancaster counties\)](#)
- [WellSpan Central Region \(York County, excluding Hanover\)](#)
- [WellSpan West Region \(Hanover, Adams and Franklin counties\)](#)