



WELCOME MD

Here's an update on the coronavirus with reminders, and some new data that you'll find useful as we navigate the pandemic together. If you have any questions about the virus, please contact your physician.

WellcomeMD's Medical Director Dr. Neal Carl reminds you: "Please stay safe, shelter in place per Governor Northam's latest [executive order](#), and give us a call if you have symptoms. We can arrange for a safe, drive-through test for you if needed."

We are in the middle of a healthcare crisis we haven't seen during our lifetime. As we continue to all do our part to fight the spread of COVID-19, here are five important questions you should ask your healthcare provider.

Is my doctor available 24/7 to answer my questions about COVID-19?

The last thing you want during a pandemic is to wake up at 2 a.m. with symptoms, only to have to wait until morning for answers to your questions. WellcomeMD patients have **their doctor's personal cell phone number and email address**, giving them 24/7 access to their doctor and the peace of mind they need during a crisis.

Can I be tested if I think I've contracted COVID-19?

Not all healthcare facilities are offering testing for COVID-19 and many that do have long lines to administer them. WellcomeMD is fortunate to have the ability to test its patients through a private lab company and can do so quickly and safely from the comfort of your car.

If I get tested, how long will it take to get my test back?

In many cases, it can take up to a week to receive the results of a COVID-19 test. Most of our patients have received their test results in as little as 24 hours. Others have received their results within 72 hours.

What will happen to me if I test positive for COVID-19?

If the worst happens, you need someone who will be your personal health advocate in the midst of a crisis. Your WellcomeMD physician and team will be here for you, checking in with you and family several times a day to monitor your symptoms and support you every step of the way. If you require a hospital stay, your WellcomeMD team will stay in direct contact with the hospitalist that is assigned to your care.

If I get sick, but I don't have COVID-19, can I still see my doctor?

While some healthcare facilities are currently closed, **WellcomeMD's office is open**. If you're sick and need to see your doctor in person, your physician will be able to see you. We are also offering virtual visits using a secure, HIPAA-compliant service.

In North Carolina and Virginia

According to a University of Washington research institute's new [projections](#), the impact of coronavirus on North Carolina hospital resources will peak around the last week in April. In Virginia, it will peak in late May. By then, the model predicts, there may be a severe shortage of intensive care unit beds.

As of April 1, [according to the Virginia Department of Health](#), 1,484 cases have been reported across the state. This includes 78 in Henrico County, 59 in Chesterfield County, and 33 in Richmond. Statewide, 34 people have died.

As of April 2, according to the North Carolina [Department of Health and Human Services](#), 1,857 cases have been reported across the state. This includes 495 cases in Mecklenburg County. 15 new cases were confirmed Thursday. Statewide, 16 people have died.