

Community Collaboration Brings New COVID-19 Testing Options to Nacogdoches

Local government officials and SFA School of Nursing are teaming up with NMC Health Network, Nacogdoches Memorial Health, and Excel ER in a collaborative effort to launch The Coronavirus Call Center. The alliance was initiated to address patient concerns regarding potential exposure to COVID-19 while also protecting medical staff and other patients from unnecessary contact with the disease.

"We are all working to combat the COVID-19 pandemic, to help reduce fears and uncertainty and keep our community safe," said Dr. Chris Klingenberg, Director Emergency Services at NMC. "Those who are worried they have symptoms of or who think they may have been exposed to COVID-19 should call the Coronavirus Call Center instead of making a trip to their local emergency room or physician's office."

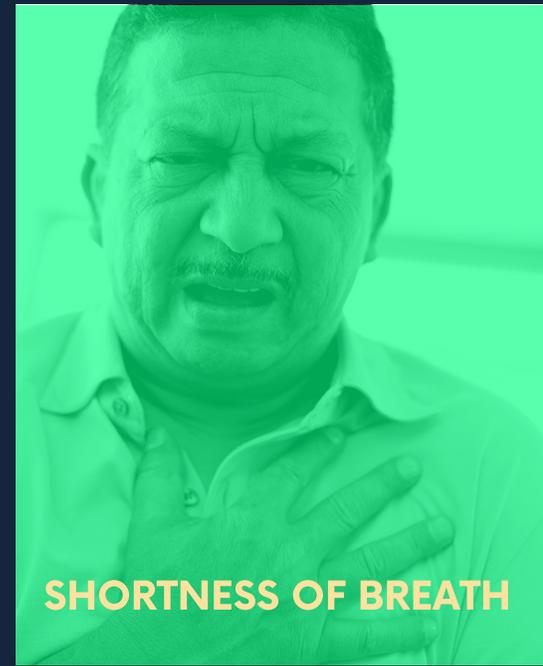
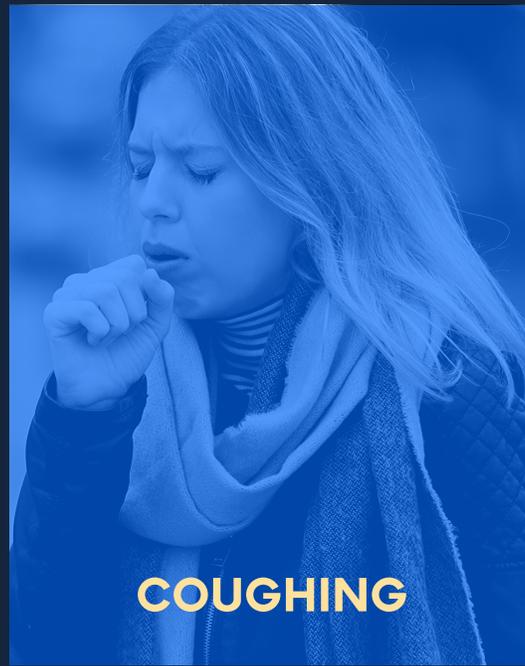
While on the phone, local healthcare providers will guide the caller through a series of questions that will help them determine whether testing for COVID-19 is recommended. Patients who meet current CDC criteria for testing will have an order generated by a covering provider and will be scheduled to appear at the testing site.

Testing will be performed at the patient's vehicle space by a clinical professional suited in the proper Personal Protective Equipment (PPE). Each patient will receive post-screening education including next steps, instructions on monitoring their symptoms, reporting information, and isolation protocol.

The Call Center opens March 25th, and will take calls Monday-Friday, 9 am to 4 pm. To speak to someone at the Call Center, please call 936.468.4787.



NACOGDOCHES COUNTY CORONAVIRUS CALL CENTER



If you are experiencing any of the symptoms above, contact the Nacogdoches County Coronavirus Call Center for screening and triage:

(936) 468-4787

- Individuals who meet testing criteria will be sent to a mobile testing site
- **DO NOT** report to an emergency room or physician's office
- Assigned ID# and proper identification required when reporting to the testing site
- No walk-ins will be seen-PLEASE CALL FIRST

