



FOR IMMEDIATE RELEASE

KRMC issues guidance for seeking medical care for COVID-19 symptoms

Kingman, Arizona, March 31, 2020 – Now that cases of COVID-19 have been identified in our community, Kingman Regional Medical Center (KRMC) is sharing the following information with community members about when and how to seek medical care if they have respiratory symptoms. We have temporarily changed our processes to limit the spread of illness.

Symptoms of COVID-19 include a cough, fever, and shortness of breath. A few patients have reported early symptoms of body aches and headaches as well. **ALWAYS CALL 911 if you are having severe breathing difficulties** (feel you cannot catch your breath).

KRMC also asks that patients with respiratory symptoms **not visit our Urgent Care** at this time, but rather follow the steps outlined below.

Telemedicine for People Age 2-69

To help limit the spread of COVID-19 in our community, Kingman Regional Medical Center (KRMC) encourages anyone between the ages of 2 and 69 who have symptoms of COVID-19 to use KRMC's online telemedicine service, called *Care Anywhere*.

KRMC Care Anywhere is a web-based telemedicine service where people can receive medical care without an office visit. By using this service, individuals can limit in-person contact, which helps protect them and the community from the spread of illness.

Patients complete a questionnaire about their health condition and symptoms. A KRMC healthcare provider will evaluate the patient's answers and provide a treatment plan. If necessary, the provider may call, text, or video chat with the patient to further evaluate their condition.

During the COVID-19 outbreak, KRMC has waived all fees associated with KRMC Care Anywhere. It has also expanded operating hours to Monday-Friday, 7:00 am – 9:00 pm, and Saturday and Sunday, 7:00 am – 7:00pm.

To start a virtual visit, go to www.krmc.zipnosis.com. The website provides step-by-step instructions on how to proceed with your visit.

Care for the Very Young and the Elderly

Because children under 2 and adults 70 and over are at high risk of complications with any respiratory illness,

they should go to the Emergency Room if they experience any shortness-of-breath or high fever. Otherwise, contact a KRMC Primary Care provider if you are experiencing mild COVID-19 symptoms.

KRMC Primary Care has implemented a system for promptly responding to patient calls regarding COVID-19 during regular office hours, which are Monday through Friday from 7:00 a.m. to 5:30 p.m. For KRMC Primary Care, call (928) 681-8530. For Joshua Tree Pediatrics, call (928) 681-8706.

Testing for COVID-19

As with other hospitals throughout the country, KRMC testing capabilities continue to be very limited because of supply shortages. Currently, we are unable to offer on-demand testing to the general public. We are also unable to provide testing for employment purposes.

At this time, testing is reserved for patients who meet certain criteria for symptoms and exposure upon a healthcare provider's assessment. If you are concerned about your symptoms and possible exposure, please seek proper medical care as outlined above.

Further information

Please call KRMC's Coronavirus Call Center at 928-263-3456 for more information about Care Anywhere or for other questions or concerns about COVID-19.

About Kingman Regional Medical Center

(KRMC) is a 235-bed multi-campus health care system in Kingman, Arizona that employs over 1,900 employees, 150 volunteers, and 270 physicians/allied health professionals. KRMC is the largest provider of health and wellness services in northwestern Arizona. It is home to an advanced imaging center, cancer center, cardiovascular center, rehabilitation and balance center, wound care center, sleep disorders center, acute rehabilitation specialty hospital, primary and specialty care clinics, hospice home, and beautiful wellness center. KRMC is also a teaching hospital offering residencies in emergency medicine and family medicine and a member of the Mayo Clinic Care Network. The hospital received the Arizona Innovation Award for its efforts to proactively enhance healthcare in a rural community. The hospital's vision is to provide the region's best clinical care and patient service through an environment that fosters respect for others and pride in performance.

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