

Information on COVID-19 Policies at Quality Urgent Care

Now more than ever, Quality Urgent Care is taking steps to care for you and your family. All of our urgent care clinics throughout San Antonio are still open during our normal hours, and we are taking extra precautions to ensure a safe and sterile environment for all of our visitors.

While the possibility of coronavirus (or COVID-19) spread remains low in San Antonio, we would like to provide a description of our new COVID-19 policies to keep local residents and their families safe and healthy.

If you currently have an appointment at one of our Quality Urgent Care facilities, and are experiencing a fever or symptoms that could be related to COVID-19 due to possible recent exposure to the virus, please call (210) 455-9000 prior to your visit. We will walk you through our protocols over the phone so you can be seen safely by one of our providers.

PLEASE NOTE THAT NO ONE IS GUARANTEED TESTING AS IT IS BASED ON CDC CRITERIA AND AVAILABILITY OF TESTING SUPPLIES.

What Happens if We Suspect You Have Coronavirus (CoVid-19)?

If you are experiencing any of the following symptoms:

- Shortness of breath
- Dry cough
- Fever
- Flu-like symptoms (chills, fatigue, body aches, etc.)

Or you think you may have recently been exposed to the virus, then our protocols are as follows:

1. **Urgent Care Appointments:** Quality Urgent Care doctors will be available for pre-scheduled coronavirus testing appointments at all 5 of our San Antonio only after a medical provider deems that you fit the criteria for testing.
2. **Location of Testing:** If you have made an appointment for COVID-19 testing, specifically, the test will take place inside a contained room or in your vehicle to decrease exposure and possible spread to other patients. You will first receive a flu test to rule out influenza. If the test comes back negative, you will then be administered the COVID-19 swab test. Upon arrival at our facility, please call us and a member of our staff will assist you inside. Do NOT walk in unattended.

3. **What the Test Entails:** the COVID-19 test -- which follows the official coronavirus testing protocol of the San Antonio Health Department -- is a quick and painless procedure that entails both a nasal and oral swab.
4. **Test Results:** Patients can expect test results within three to five (3-5) days after their appointment. Someone from Quality Urgent Care will call the phone number we have on file for you with your results. If you are not available, we will explain the test results on your voicemail or send an email (if applicable). Please note: Quality Urgent Care is not a lab and can not control the timeframe for test results. The timeframe may vary per individual.
5. **Mandatory Self-Quarantine:** While awaiting test results, the CDC recommends that you quarantine yourself in your home until the test results have been shared with you. As a precaution, patients who receive a COVID-19 test will not be able to visit our clinics at anytime before they have received their test results.

What the CDC Recommends to Prevent Spread of Coronavirus (CoVid-19)

The CDC (Center for Disease Control) recommends those either confirmed to have COVID-19 or those being evaluated for the virus to remain at home and to NOT visit public areas including work or school. Until a healthcare professional clears them for regular activity, these individuals should also refrain from using public transportation including ride-sharing services and taxis.

In order to prevent the spread of COVID-19, individuals who have either come into contact with others known to have contracted the virus or those being evaluated for a possible COVID-19 infection should monitor their symptoms. While the CDC has provided a list of possible symptoms -- including fever, shortness of breath, and cough -- it's important to note that not all individuals will experience the same symptoms and some may be asymptomatic, meaning they won't show any symptoms at all.

Frequently Asked Questions About Coronavirus (CoVid-19)

How do I protect myself?

No vaccines or treatments are currently available for COVID-19. However, you can prevent an infection by:

- Washing hands thoroughly for 20 seconds with soap and warm water.
- Using hand sanitizer (containing 60% alcohol) if you're unable to wash your hands
- Coughing or sneezing into the crevice of your elbow or into a tissue
- Refraining from touching your face with unwashed hands
- Keeping your distance (at least 6 feet) from others who may be sick
- Avoiding travel (when possible) and/or large crowds/events

How do I protect others?

If you feel sick and are showing any symptoms that could be related to a COVID-19 infection, you should take the following steps to avoid infecting others:

- Stay home for the duration of your illness and keep children home if they are sick
- Avoid any close contact with others
- Cover your cough or sneeze and wash your hands
- Use a disinfectant on surfaces/objects you regularly touch such door knobs

What if I have recently traveled or plan to travel to China, Italy, South Korea, or Japan?

Patients who have recently traveled or plan on travelling to China, Italy, South Korea, or Japan -- which are considered levels 2, 3, and 4 by the WHO -- should NOT come into an Xpress Urgent Care facility for the CDC-mandated incubation period of 14 days.