FAQs

Q: What is Arrowhead Regional Medical Center (ARMC) doing about Coronavirus?
A: Arrowhead Regional Medical Center (ARMC) is working with the Department of Public Health, the Centers for Disease Control and Prevention (CDC) and the California Department of Public Health (CDPH) to continue monitoring the COVID-19 outbreak.

Q: What is the health risk from COVID-19 to the general public in San Bernardino County?
A: The risk in San Bernardino County remains low at this time.

Q: If there is a suspected case, how will ARMC handle it?
A: With state and federal health agencies, ARMC has a coordinated system with health care partners to identify possible cases and coordinate testing/diagnosis and management of suspected cases.

Q: How can I protect myself?
A: So much of protecting yourself and your family comes down to common sense:

**DO:**
- Stay home
- Wash hands with soap and water for at least 20 seconds
- Cover your cough or sneeze with a tissue
- Clean and disinfect frequently touched objects and surfaces
- If soap and water aren’t available, use alcohol-based hand sanitizer

**DO NOT:**
- Shake hands
- Touch your face
- Go to the doctor if you aren’t sick
- Stockpile masks or gloves

Q: Does ARMC do any testing?
A: Yes, at this time ARMC is testing patients that meet certain criteria as determined by the physician.
Q: What does the government mean by “stay at home order”?  
A: The California State Public Health Officer and Director of the California Department of Public Health is ordering all individuals living in the State of California to stay home or at their place of residence, except as needed to maintain continuity of operation of the federal critical infrastructure sectors, critical government services, schools, childcare, and construction, including housing construction.

Q: Who is affected by this coronavirus and what should they do if concerned?  
A: Patients who have recently travelled internationally or who have had close contact with someone who recently travelled internationally should notify their health care providers if they believe they have symptoms.

Q: Should members of the public wear masks?  
A: No, masks are not recommended for the public. If this is a patient, then as part of respiratory etiquette, the patient should wear/put on a yellow mask. Persons with respiratory symptoms should wear a mask to reduce the risk of spreading germs to others.

Q: What if I called Public Health and they told me to call you?  
A: The public health number 909-387-3911 is used M-F, 9-5 for general questions related to COVID-19. Public Health is not screening patients for COVID-19 at this time. Individuals need to call their primary care doctor to find out about screenings. They are also advised to notify the ED ahead of time if needing to be seen for respiratory illness consistent with COVID-19.

Q: What do health care staff do if they identify a patient who has been infected?  
A: They are to be walked outside around the hospital to outside of the Emergency Department where they will be screened.

Q: What if I have more questions?  
A: Send an email to: Covid19questions@armc.sbcounty.gov an email mailbox where employees may send their questions in to be answered by appropriate personnel.

Q: What are some additional resources?  
A: Public Health has a COVID-19 webpage that provides resources for health care professionals and Community: Visit www.SBCounty.gov/DPH https://covid19.ca.gov/