

Navy Medicine Readiness and Training Command / Units New England want to inform you of the new way to access services in light of the rapidly evolving Coronavirus (COVID-19).

Effective 19 March 2020, NMRTC /U will be reducing clinical services to essential care and support of operational and base training commands. Our staff will be proactively communicating with patients on changes in clinical services. Additionally, we will be providing all information via secure messaging and social media platforms.

Out of an abundance of caution and to maintain readiness and keep everyone as healthy as possible, as of 19 March 2020, there will be a designated single point of entry for patients at our clinics. There will be an enhanced screening area outside of the main clinic entrance where we will be screening all visitors for travel and exposure history in addition to COVID-19-like symptoms before entering the medical facility. This increased measure is being implemented for the safety of both our beneficiaries and staff.

The best way to minimize the spread of this disease is through social distancing, to keep healthy and sick people separated, and to practice good hygiene habits by:

- Frequently washing your hands with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Stay home when you are sick
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Avoid close contact with people who are sick
- Clean and disinfect frequently touched objects and surfaces

We remain dedicated to our patients to provide safe, high quality care, as safely and as efficiently as possible. The CDC has excellent guidance on everything COVID-19, from how to stay healthy, when to seek care and what to do if you think you might be ill: <https://www.cdc.gov/>

For beneficiaries with mild symptoms or other non-urgent healthcare needs, please use Secure Messaging to contact your Navy healthcare team or call our central appointments line at (888) 628-9633 during normal business hours, or the TRICARE Nurse Advice Line at (800) 874-2273 after normal business hours or on weekends and holidays.