Important Information Regarding the Coronavirus

Dear Patients,

We want to assure you that Berkshire Health Systems is here to care for you. Patients who have not had recent contact with someone who has tested positive for the Coronavirus or a travel history to an area where the virus is prevalent, should keep their scheduled appointments at their primary care or specialty care provider’s office. Our offices are open and able to provide care for all your needs.

With guidance from the Massachusetts Department of Public Health and the Centers for Disease Control and Prevention, we are taking steps to make sure our offices remain a safe place for every patient and to reduce your risk of being exposed to Coronavirus.

Toward this end, whether at the lab, over the phone, or checking in for your appointment, BHS staff will ask all patients the following questions:

- Have you had close contact with someone who has tested positive for Coronavirus?
- Have you recently traveled internationally to China, Iran, Italy, South Korea or Japan?
- Do you have symptoms including fever (greater than 100.4), cough or shortness of breath?

If you need a same day sick visit, call your primary care provider’s office first; please do not walk into a Berkshire Health Systems medical office without an appointment.

Patients with a low suspicion of Coronavirus exposure will be booked for a same-day sick appointment at their primary care office. We ask that ALL sick patients wear a face mask and use an alcohol-based hand sanitizer upon entering our offices.

Patients with a high suspicion of Coronavirus exposure will be asked to remain at home while Berkshire Health Systems coordinates care with the MA Department of Public Health.

If you have questions about the Coronavirus, please visit the Centers for Disease Control and Prevention website at www.cdc.gov/coronavirus.

Thank you for trusting us with your healthcare.

Sincerely,

Your Berkshire Health Systems Medical Care Team