COVID-19 developments have rapidly changed how we will live and work for the near future. This week there have been a number of key developments.

Alameda County, Contra Costa County and four other Bay Area counties have implemented a Shelter in Place order banning all non-essential gatherings and non-essential travel through April 7, 2020. The order asks all residents to stay home except to meet essential needs. Residents can go to work and go outside for activities including exercise, but they should maintain six feet of distance from other people. Services such as health care, banking, gas stations, child care, public transit will still be operating.

Our collective community goal is to slow the spread of the Coronavirus by minimizing people to people contact and protecting our most vulnerable residents.

What does this mean for LifeLong Medical Care?
LifeLong Medical Care is an essential health service that remains committed to offering high quality, accessible health care to new and continuing patients in our communities.

Following the guideline to reduce the amount of gathering places where individuals could pass or contract COVID-19, LifeLong is shifting the majority of our patient appointments to telephone or video appointments, commonly known as Tele-health visits.

We are reducing the health center sites that will see in-person visits to our Urgent Care sites in Richmond, San Pablo, and Berkeley, as well as LifeLong’s East Oakland Health Center and Trust Health Center. Those sites will be open for immediate walk-in care and essential appointments.

How are we providing health care to new and continuing LifeLong patients?

New and Continuing Patients: LifeLong remains open to new and continuing patients. To request an appointment, call our Call Center at 510-981-4100. A telephone visit will be scheduled with a provider. In-person visits will be scheduled only after a phone consultation with a provider. If the provider deems an in-person visit necessary, the patient will be scheduled at one of our open locations.

COVID-19 Testing and costs
Testing is not recommended for those who are not showing symptoms of COVID-19 (cough, fever, difficulty breathing). Patients with these symptoms, please call (510) 981-4100 and a nurse will determine your eligibility for testing and provide further instructions. LifeLong is hosting three curbside testing centers for patients who have been screened by LifeLong staff. We utilize Quest Diagnostic for test analysis and they will return the results as quickly as they are able. Remember, call the Call Center at 510-981-4100.

Patients will not have to pay for costs related to COVID-19 screening or testing. It’s important to call the Call Center before coming into a LifeLong Health Center so we can direct you to the most appropriate care site and take precautions to protect other patients and staff.
Primary Care: For urgent and essential in-person visits, the following LifeLong Medical Care facilities will be open their regular hours for the foreseeable future. To verify hours, please check each location’s page on our website at www.lifelongmedical.org

- LifeLong Immediate/Urgent Care – Brookside San Pablo, 2023 Vale Ave, San Pablo
- LifeLong Immediate/Urgent Care – William Jenkins, 150 Harbour Way, Richmond
- LifeLong Immediate/Urgent Care – Berkeley, 2001 Dwight Way, Berkeley
- LifeLong East Oakland Health Center, 10700 MacArthur Blvd., Oakland
- LifeLong Trust Health Center, 386 14th St., Oakland

Until further notice, on-site medical and behavioral health services will be suspended at LifeLong’s other facilities. Providers at all our facilities will continue to serve their patients via telehealth visits.

LifeLong Medical Care is suspending on-site services at the following sites:
March 16
- LifeLong Marin Adult Day Health Center

March 18
- LifeLong Ashby Health Center
- LifeLong Eastmont Health Center
- LifeLong Over Sixty Health Center
- LifeLong Pinole Health Center and Dental Care
- LifeLong Rodeo Health Center
- Eden Mental Health Center

March 21
- LifeLong Brookside San Pablo Health Center (Adult Care, Family Care & Pediatric)
- LifeLong Downtown Oakland Health Center
- LifeLong Howard Daniel Health Center
- LifeLong Lenoir Health Center

March 24
- LifeLong West Berkeley Family Practice
- LifeLong William Jenkins Health Center (Family Care & Pediatrics)

Behavioral Health Care: Behavioral health care has moved exclusively to telephone appointments.

Dental Care: Dental Care is now seeing walk-in patients for emergency services only until further notice. Patients should call the dental care site that is open. See the schedule below.

<table>
<thead>
<tr>
<th>DAY</th>
<th>SITE</th>
<th>PHONE</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>LifeLong Dental Care Berkeley</td>
<td>(510) 280-6080</td>
<td>9:00 am – 3:00 pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>LifeLong William Jenkins Dental Care</td>
<td>(510) 806-1801</td>
<td>9:00 am – 3:00 pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Brookside San Pablo Dental</td>
<td>(510) 231-9814</td>
<td>9:00 am – 3:00 pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>LifeLong William Jenkins Dental Care</td>
<td>(510) 806-1801</td>
<td>9:00 am – 3:00 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>LifeLong Dental Care Berkeley</td>
<td>(510) 280-6080</td>
<td>9:00 am – 3:00 pm</td>
</tr>
</tbody>
</table>

If you have any questions, please do not hesitate to call us at (510) 981-4100 and our teams will be able to assist you. please visit our website, www.lifelongmedical.org, for up to date information regarding LifeLong Medical Care and our action plan during COVID-19.

LifeLong Medical Care remains ready to serve you.