Is OLE Health open for patient care during this pandemic?
YES. In order to continue serving our patients while keeping everyone safe and sheltering at home, we have changed our way of seeing patients. We are now conducting patient visits via telephone calls and video communications whenever possible. Our providers are here for you. Please call us at 707-254-1770 if you have questions or to make telephone or in-person appointments.

Which OLE Health locations are open?
In order to limit person-to-person contact and consolidate our resources during this time, we have closed some of our OLE Health locations. Currently, both of our locations in Fairfield are open, our location in St. Helena is open, and our location in Napa at 300 Hartle is open. Our pharmacy is open to serve patients with curbside pickup of medications at 1141 Pear Tree Lane.

Which OLE Health locations are closed?
Currently, our County Campus location in Napa, our Pear Tree Lane location in Napa and our Calistoga location are all CLOSED until further notice. The pharmacy is open at the Pear Tree Lane location for curbside pickup.

Are OLE Health Pharmacy Services still open/available?
YES. Walk-in and curbside pickup are available at our 300 Hartle Court location and for curbside pickup only at our 1141 Pear Tree Lane location, both in Napa.

How do I get my prescription or medications?
Please call us at 707-254-1770.

Which services are NOT available currently at OLE Health?
We have had to temporarily close our optometry and most of our dental services, as well as our support groups and health classes. We have limited in-person medical appointments to “essential” visits only. We are providing patient visits via telehealth (telephone and video) appointments, and in-person if your provider determines that is best. Please call 707-254-1770 to make a telephone or other appointment with your provider.
Can I still make a dental appointment?
YES. If the care or service you need is determined to be "essential" (this is different for each patient and situation), it is possible you will be scheduled to come in for an in-person appointment. Please call us at 707-603-8906 to connect with your dental or medical provider.

What do I do if I want to make an appointment with my OLE Health doctor or provider?
It’s easy! Please just call us at 707-254-1770 or visit the MyOLE portal online.

What do I do if I am worried that I have coronavirus / COVID-19?
Please call us at 707-254-1770. If your symptoms are mild, please stay home and call your provider. If you are experiencing more serious symptoms such as having difficulty breathing, persistent chest pain or pressure, an inability to get up or a blue tint to your lips or face, please call 9-1-1.

Is OLE Health accepting new patients at this time?
YES. Please call us at 707-254-1770.

Can OLE Health help me sign up for Medi-Cal, Covered California, CalFresh, Path to Health or unemployment assistance?
YES. Please call us at 707-254-1770 to make an appointment. We can help with NEW Medi-Cal sign-ups; if you are renewing, please call the Medi-Cal office directly at 707-253-4511.

Can I get a test for coronavirus / COVID-19 at OLE Health?
NO. We are not providing tests on-site at OLE Health at this time. Your provider will work with you to determine if a test for COVID-19 is needed, at which point you will be referred to local public health for testing.

If I come to OLE Health for an in-person appointment or to pick up a prescription, do I have to wear a mask?
At this time, masking is not required but is highly recommended for everyone's safety, particularly if you are feeling sick or have any symptoms of COVID-19 or other illness. If you have any symptoms, the best thing to do is call us first at 707-254-1770 to connect you with your provider to make an assessment.
What if I am worried about my finances, food, or mental health issues during this time?
Napa County has a comprehensive online resource at https://readynapacounty.org/ | Solano County’s online resource is at http://www.solanocounty.com/depts/ph/coronavirus_links/resources.asp

Does OLE Health give away free food to patients and the community?
YES. We have a monthly Fruits & Veggies Day the 3rd Friday of each month, and have had three larger-scale community free food pick-ups that we have held at the Boys & Girls Clubs of Napa Valley on Pueblo Avenue in Napa. Follow our OLE Health social media for updates on future planned food give-aways. Please visit readynapacounty.org for local food resources and more.

What are the symptoms of coronavirus / COVID-19?
The most common symptoms of COVID-19 are fever, cough, and shortness of breath. Some people with COVID-19 develop viral pneumonia. Diarrhea and vomiting sometimes occur but are less common. The majority of people infected with the virus experience mild to moderate symptoms. Some people become infected with the virus, but do not experience symptoms. The CDC has a symptom self-checker that is accessible to the public: https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/testing.html

Where can I get the latest information about coronavirus \ COVID-19 in our community?
Napa County has a Coronavirus Information Resource: https://www.countyofnapa.org/2739/Coronavirus
FACT 1  Diseases can make anyone sick regardless of their race or ethnicity.

People of Asian descent, including Chinese Americans, are not more likely to get COVID-19 than any other American. Help stop fear by letting people know that being of Asian descent does not increase the chance of getting or spreading COVID-19.

FACT 2  Some people are at increased risk of getting COVID-19.

People who have been in close contact with a person known to have COVID-19 or people who live in or have recently been in an area with ongoing spread are at an increased risk of exposure.

FACT 3  Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.

For up-to-date information, visit CDC’s coronavirus disease 2019 web page.

FACT 4  You can help stop COVID-19 by knowing the signs and symptoms:

- Fever
- Cough
- Shortness of breath
Seek medical advice if you
- Develop symptoms
AND
- Have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

FACT 5  There are simple things you can do to help keep yourself and others healthy.

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- 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.

For more information: www.cdc.gov/COVID19
How to Maintain Good Oral Health During the 2020 Corona Virus Pandemic and What to Do in Case of a Dental Emergency

Staying at home and practicing good hygiene are important things you can do to keep yourself and others healthy during the coronavirus outbreak. Unless you have a dental emergency, you should not visit a dental office or clinic during the coronavirus pandemic.

Do the Following to Maintain Good Oral Health:

- Take care of your mouth. Brush your teeth twice a day with fluoride toothpaste, brush your tongue, and floss once a day. Brush your children’s teeth too.
- For children under age 3, use a smear (rice size amount) of fluoride toothpaste to brush their teeth. For children ages 3 to 6, use a pea-sized amount of fluoride toothpaste.

Appointments for the following oral health services should be rescheduled:

- Oral exams or cleanings
- Adjusting braces or having braces put on
- Treatment for cavities that are not painful
- Removal of teeth that are not painful

Examples of dental emergencies

- Severe tooth pain (not minor pain)
- Painful swelling in the gums, face, or neck
- Bleeding in your mouth that does not stop
- Oral injury such as a broken, loose, or knocked-out permanent tooth

If You Think You Have a Dental Emergency

Most dental offices and clinics are providing emergency care only. Some are temporarily closed but have a dentist on call to treat emergencies.

Do not go the emergency room. Many hospitals are overwhelmed with coronavirus patients at this time, and you are unlikely to get treatment because priority is being given to people with severe cases of the virus.

If you don’t have a regular source of oral health care, you can find an oral health professional by:

- Asking your Head Start program staff for a referral
- Contacting your local or state health department (https://www.astdd.org/state-programs)
- Searching the following websites
  - American Academy of Pediatric Dentistry, Find a Pediatric Dentist (https://www.aapd.org/publications/find-a-pd)
  - American Dental Association, Find-a-Dentist (https://findadentist.ada.org)
  - Health Resources and Services Administration, Find a Health Center (https://findahealthcenter.hrsa.gov)
  - Insure Kids Now, Find a Dentist (https://www.insurekidsnow.gov/coverage/find-a-dentist/index.html)

LOCAL ASSISTANCE CENTER

ReadyNapaCounty.org
707-253-4540

Information and resources to support you during the COVID-19 crisis:
- housing
- utilities
- transportation
- food assistance
- financial assistance
- healthcare coverage
- health tips
- mental health support
- animal/pet support
- childcare
- schools
- free learning resources
- virtual field trips
- and more...

NAPA | LAC
LOCAL ASSISTANCE CENTER
Centro de Asistencia Local del Fuego (LAC)
CENTRO DE ASISTENCIA LOCAL

ReadyNapaCounty.org/Spanish
707-253-4540

Información y recursos para apoyarlo durante esta crisis de COVID-19:

- vivienda
- servicios públicos
- transporte
- asistencia alimentaria
- asistencia monetaria
- cobertura de atención médica
- consejos de salud
- apoyo de salud mental
- apoyo con animales / mascotas
- cuidado de niños
- escuelas
- recursos de aprendizaje gratuitos
- excursiones virtuales y más...

NAPA/LAC
LOCAL ASSISTANCE CENTER
Centro de Asistencia Local del Fuego (LAC)