

# COVID-19: Symptoms to Look For and Where to Go for Care

City of Portland Minority Health Program

## SYMPTOMS OF CONCERN

Fever and/or Chills

Muscle Pain

Nausea

Vomiting/Diarrhea

Loss of Taste/Smell

Cough

Shortness of Breath

Exposure to known COVID cases

## WHEN TO SEEK MEDICAL ATTENTION

Get medical attention immediately, if you develop the following emergency warning signs:

»» Trouble breathing or worsening cough

»» Persistent pain or pressure in chest

»» New confusion or inability to arouse

»» Bluish lips or face

»» Worsening fever (not responding to medication)

This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

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## ACCESSING CARE

If you do not have a primary care physician or clinic:

The Maine CDC suggests contacting the following locations to be screened for symptoms:

Urgent care or walk-in clinic:

1) Convenient MD

- If you are experiencing symptoms, please first call the virtual urgent care service, available 7-days-a-week, 8:00am-8:00pm: (603) 570-2800
- If you screen positive, you will be tested at the drive-thru tent of Anthem at 2 Gannett Drive, South Portland

2) Maine Medical Center Emergency Department: (207) 662-0111 or Mercy Hospital Emergency Department: (207) 879-3000 (they will put you through to a testing clinic triage line)

3) Greater Portland Health: (207) 874-2141 you will be asked screening questions and, if capacity allows, given an appointment for testing, or evaluated through a video or phone visit with a provider. Testing is done outside by appointment only.

If you are a patient of **GREATER PORTLAND HEALTH**:

(1) If you would like COVID-19 testing, please first call (207) 874-2141

- a. You will be asked screening questions and then given an appointment for testing, or evaluated through a video or phone visit with a provider. Testing is done outside by appointment only.
- b. If you are **sick but do not screen positive based on screening criteria**, you will be offered a telehealth visit with a provider through video or phone. Face to face visits will only be offered if medically necessary. Face to face visits are possible at our 63 Preble/Oxford St, Park Ave and Brick Hill offices.

(2) If you are scheduled for a routine, well or chronic disease management visit and are not experiencing any symptoms, you will be contacted to learn if your appointment will be in-person or via telehealth visit. Please call our office at 207-874-2141 if you have any questions regarding the status of a previously scheduled appointment.

(3) Please check <http://www.greaterportlandhealth.org/> for any updates to the above policies.

If you are a patient of **MAINE MEDICAL PARTNERS**:

(1) If you are experiencing symptoms of COVID-19,

(a) please first call your primary care provider and they will ask you some screening questions.

- (i) If you screen positive and have private transport, you will be directed to a testing site.
- (ii) Let the clinic know if you:

- 1) do not have private transport; OR
- 2) are unable to understand how to access the testing center; OR
- 3) are in a high-risk living situation (homeless, shelters, etc.), so that assistance can be arranged.

(2) For all other clinical matters, please call your primary care provider and they will help you determine if you need an appointment.

If you are a patient of **MERCY HOSPITAL**:

To be tested, you must have active symptoms and qualify as a specialized group (pregnant, healthcare worker, first responder, live in a group setting). Testing may also be considered for those with active symptoms who have underlying medical conditions like diabetes or heart disease.

(1) If you are experiencing symptoms of COVID-19, please first call (207) 553-6050.

(2) If your symptoms are mild-moderate, and you qualify for testing; you will be tested remotely at:

Northern Light Mercy Hospital, Fore River: 175 Fore River Parkway Portland, ME 04102

(3) If your symptoms are significant and/or you have an underlying medical condition, you will need an actual office visit at our ambulatory evaluation clinic, which can be arranged by calling (207) 553-6050.