

COVID-19: Frequently Asked Questions

Peterson Health is experiencing a high volume of questions regarding vaccine distribution and testing centers. We hope these most FAQs will promptly assist you. If you still have questions or need more information, call our COVID-19 Hotline at 830.896.4200, Option 1.

COVID-19 VACCINE

Q. When will Peterson Health be providing the vaccine to the community?

A. Peterson Health received 500 Moderna COVID-19 vaccines on December 22nd. We administered all 500 to direct healthcare providers who consented and qualified for the vaccine according to the CDC in a four-day clinic concluding December 28th. Peterson Health has requested another allocation of the vaccine from the state so that we can continue vaccinating the remaining Peterson Health employees. At this time, Peterson Health is not a vaccination site for the public or community. Please contact your primary care provider or contact the local pharmacies to learn more about community vaccine options.

COVID-19 TESTING

Q. Where can I be tested?

A. Peterson Health continues to offer two options for COVID-19 testing and screening:

If you are experiencing symptoms: COVID-19 symptoms include fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, diarrhea, and/or nausea and vomiting. If so, please call your primary care physician (PCP). If you do not have a PCP, call our COVID-19 Hotline at 830.896.4200, Option 1.

If you are not experiencing symptoms but want to be tested: Peterson Health provides testing for those needing testing and not experiencing symptoms at the Kerrville Medical Plaza located at 1331 Bandera Highway but **you must have an appointment**. To schedule an appointment call 830.896.4200, Option 1 (COVID-19 Hotline). Appointments will be available for scheduling Monday – Friday, 7:30 am – 4:00 pm.

Q. Does Peterson Health provide PCR testing?

A. We are often asked if we provide the polymerase chain reaction (PCR) molecular test that detects genetic material of the virus using a lab technique. Many calls from community members or employers are requesting this test for required travel. At this time, Peterson Health only administers PCR tests to patients admitted to the hospital.

COVID-19 HOTLINE HELP

Q. Where can I get help with more COVID-19 questions or resources?

A. Peterson Health continues to offer the COVID-19 Hotline manned by experienced registered nurses. The hotline is available to answer questions regarding COVID-19 testing for symptomatic and asymptomatic persons, those visiting loved ones in nursing homes, or those in need of testing for travel as outlined above. You may reach the COVID-19 Hotline at 830.896.4200, Option 1, weekdays from 8 am to 4 pm. As concerns and the interest in vaccinations increase, we are seeing a significant rise in call volume. Please bear with us as we try to answer or return every call.

COVID-19 RESOURCES

Q. Where can I find more information on COVID-19?

A. Peterson Health's COVID-19 information can be found at www.PetersonHealth.com/covid-19-news. Visit the Center for Disease Control's (CDC) website for the latest on COVID-19 and helpful resources at www.cdc.gov/coronavirus/2019-ncov/index.html.

Thank you! Peterson Health will continue to update this page with additional information as needed.