

## The Chippewa Valley Free Clinic Preparedness - March 7, 2020

The way the Free Clinic conducts its services to eligible patients has changed dramatically since the onset of COVID-19 and Safer At Home practices were put in place. As the safety-net clinic in our community, the clinic will find a way to continue our essential work with many adjustments along the way. To summarize some of the changes the Free Clinic has made, at the beginning of March we began mailing medications to our current patients in 3-month doses. We have set up telehealth where our medical providers will continue healthcare through video and phone service. We have implemented an "Ask a Nurse" service to support our patients and others by addressing their questions, direction to other services, follow up care for examples. In addition, most of Mental Health services will be conducted by tele-health. The Clinic has added a supplementary phone line to adjust to capacity. We have also added covered shelters at some entrances to distance and control activity. See the list below for more details. The Free Clinic's goal is to keep those who come through our doors safe and help our patients stay out of urgent and emergency departments by providing health care to the best of our ability in this current environment.

**Medical Clinic : Services will continue on a limited basis on Tuesday evenings and the 1st and 3rd Thursday daytime. Click for the hours. Please note in person clinic is very limited at this time. Temperatures will be taken at the front door, safe distancing and face masks are required.**

<b>Appointments</b>	This service will be available on a case by case basis and will require approval by Medical and Clinic Directors
<b>Walk-ins</b>	We reserve the right to limit walk-in service. Face mask, hand sanitizer (we provide both) must be worn before entering the main clinic and temperatures will be taken at that time. We are not testing for or treating COVID-19. Patients with a cough or fever should call to speak with a nurse for appropriate referral
<b>Staffing</b>	We have a dedicated core team of staff and volunteers but many of our medical volunteers have stepped away during this time as a result of extra duties at their health system, or to safe distance themselves. As a result we have very limited lab services and other specialized services. We have hired on a limited-term basis an additional nurse and assistant dispensary manager.
<b>Ask A Nurse Outreach</b>	This service is available from 1:00P to 3:00 P Monday through Thursdays. A message may be left at any time and the call will be returned if required during those hours. We want to know how our patients are doing isolating in their homes, if they need a service, did they get their medication supply, etc. Those seeking our services may also get a call back during that time. 715-839-8477 ext 201.

**Dental: Dental manager is available for consultation as needed by email or phone conference.**

<b>Appointments</b>	The clinic's dental service is temporarily discontinued at this time. This is an appointment only service available to established patients. Please note that the dental manager is still available to address any concerns a patient may have by emailing or calling her at 715-839-8477 ext 204. Dental tele-health will be conducted with a patient if necessary.
<b>Emergencies</b>	The Free Clinic volunteer dentists are available for emergencies only at this time. If an eligible patient has an emergency need, call 715-839-8477 ext 204 and a return call will be made as soon as the dental manager is able.

**Mental Health: current patients will be contacted by a psychiatric RN or counselor on a case by case basis through telehealth service.**

<b>Appointments</b>	The Clinic is currently scheduling appointments on a as needed basis
---------------------	--

**Medications: This service has been enhanced to include mail deliver to a patients home.**

<b>Prescriptions</b>	The Clinic is currently filling prescriptions to a three month dosage after determining need based on review of each patient's chart. The packages will be mailed after verifying correct addresses. If, for any reason they cannot be mailed, the Clinic has installed a safe pick up area.
<b>Staffing</b>	The Clinic has a core team of volunteers - pharmacists, pharm techs. The dispensary manager and an assistant are maintaining a high volume, well serviced Dispensary at this time.

**Vision: This service is temporarily closed at this time. Call Ask A Nurse (715-839-8477 ext 201) if there is an immediate concern regarding eye health/vision.**