



Dear CCFHS Patient: Many of you have trusted us to care for you and your loved ones for years, even for generations. We are asking for your patience and understanding as we make our way through this serious public health crisis.

We'll be here for you throughout this event, but need to change the way we work together in order to reduce the spread of the Coronavirus. All of these actions are necessary to protect yourself, your family and our dedicated teams of providers and support staff.

This week we have made several changes to our normal office procedures to protect the health and safety of our patients and staff. Those changes are outlined below -

- **Call Ahead:** Please phone us before coming to any of our offices. We're trying to reduce the spread of the Coronavirus by minimizing unnecessary visits to our office.
- **Primary Care:** Most appointments with our medical and behavioral health staff are now being conducted by phone or on the web, rather than in person. Your provider or their nurse will be in touch to verify any changes.
- **Pediatrics:** Our pediatrics team will review each child's circumstances to determine whether an office visit should occur in person or can be conducted by phone.
- **Weekend Clinics:** Our weekend clinic will remain open, but, as above, please call us from your car or home before entering the hospital (752-2900).
- **Behavioral Health:** Most appointments with our behavioral health staff are being conducted by phone, rather than in person. Your provider or their nurse will be in touch to verify any changes.
- **Dental:** Our dental clinic is open for emergencies only on Monday & Tuesday of each week. If you need our help, please leave us a message, and we'll get back to you as soon possible.
- **Podiatry:** Most non-essential care is being deferred. Please feel free to reach out to Dr. Rashid or his nurse, Wendy Beals, R.N., to discuss your concerns (466-2741).
- **Domestic Violence/Sexual Assault:** Our Response program staff continue to provide services on a 24/7 basis by phone. Please call us at 752-5679 or 1 866-662-4220 after 4:30 pm.
- **WIC:** WIC services will not be provided on site for at least the next two weeks. Staff will continue to provide services to families by telephone. Please call them at 1-800-578-2050 for assistance.

COVID-19 TESTING

At present, we are unable to offer COVID-19 testing due to a shortage of testing materials. Testing will likely become more available with time. We understand the concerns that many patients have who wish to be tested, and are available by phone to discuss further.

FOR THOSE OF YOU NOT FEELING WEEL WITH SYMPTOMS OF A COLD

Since testing is not widely available, we're asking that you –

- Isolate yourself from others
- Treat with over-the-counter medicines
- Drink plenty of fluids
- Continue with this regimen until you feel healthy

If your symptoms worsen to include fever and/or body ache for more than three days or shortness of breath or difficulty with breathing, please call us or 911. This is difficult but medically mandatory guidance. We must protect our ability to care for the sickest patients.

Most patients, if infected with the coronavirus, will experience mild to moderate cold or flu-like symptoms and will recover fully.

We'll be with you and your family throughout the course of this event, and are available by phone for assistance. Be strong, have faith, and know that by working together we will keep ourselves, our friends and our families safe.

Sincerely,

Ken Gordon
Chief Executive Officer
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