



Saturday, March 22, 2020

Bois Forte Health Services would like to express to you that we are following guidance from the federal CDC (Centers for Disease Control and Prevention) and the MN Department of Health to limit the spread of the COVID-19 virus.

In order to do this we have plans in place for Medical, Dental and Pharmacy.

Dental:

- Effective immediately Dental will be open only for toothaches and emergency procedures. All other appointments will be postponed and rescheduled per the MN Board of Dentistry. Dental staff will be calling each patient individually that currently have appointments to assess each appointment. We will have staff on call for emergency appointments if needed, please call the clinic to schedule these. Nett Lake Clinic 218-757-3650 or Vermilion Clinic 218-753-2182.

Clinic:

- Effective immediately the Medical Clinics will be open to see acute type visits – infections, lacerations or anything urgent.
- Patients who currently have an appointment scheduled, providers will be reviewing their schedules to determine if the patient needs to be seen or rescheduled.
- Patients who have questions for the providers are encouraged to use My Health on line that can be submitted electronically. You will not be able to make an appointment on My Health at this time. Again, we are trying to ensure that our patients are being seen when and where it is most convenient and safe for them. Your ability to take advantage of this technology allows us to provide quality care in the most demanding of circumstances.

Pharmacy:

- For the protection of our employees, the pharmacy will be CURBSIDE pickup/door service only. CHRs will continue to provide deliveries and we are able to mail your prescriptions if you live out of town.

For CURBSIDE pick up please call the pharmacy (Nett Lake 218-757-0230, Vermilion 218-753-2182) when you arrive at pick up area and our staff will bring your medications out to you. If you need to pay, please call ahead of time and we can charge your credit card over the phone. We appreciate your patience and understanding during this difficult time.

- Nett Lake Pharmacy 218-757-0230
- Vermilion Pharmacy 218-753-2180

Lab:

- Patients who have Standing Orders from other facilities please call the clinic to verify if you should continue to come in for this lab work to be done. Ask to speak with the RN when calling the clinic.
- Any patients that have been tested for COVID-19, all tests will be sent to Quest Diagnostics. Results are currently taking 2-4 days and may take longer due to high demands.

Patients:

- Every patient entering the clinic for an appointment will be required to use the hand sanitizer machines/pumps and place a mask over your nose/mouth if you have or have had a recent cough or respiratory symptoms of any kind before approaching the registration desk. Again, this is to protect staff and anyone else that may be in the clinic at the time you are here.
- For patients calling to make an appointment they will be asked a series of questions:

Have you been out of the country within the last 30 days?

Have you been in contact with someone who is sick?

Do you have any of the following symptoms, cough or shortness of breath?

Have you had close contact with a person with a laboratory-confirmed case of Novel Coronavirus?

Have you been on a cruise, or been in close contact with someone who has been on a cruise in the last 14 days?

- If the answer is **YES** to any questions the patient call will be forwarded to the RN to further triage the patient. The RN will determine if the patient should be tested via Drive Up or if the patient will be physically seen In House.
- If the patient can be evaluated through the Drive Up process they will be scheduled an appointment. Staff will meet the patient at the back door of the clinic where they will remain in their vehicle. Staff will then evaluate the patient and obtain specimen collections that will be needed at this time.
- If the patient is required to be seen In House an appointment will be scheduled. Staff will have the recommended PPE (personal protective equipment) on and meet the patient at the door. Patients will be required to sanitize their hands and place a mask over their nose/mouth. Patients will then be escorted to the designated exam room.
- Any patients that have been tested for COVID-19 are recommended to self-quarantine themselves for 14 days.
- Any patients that have been tested for COVID-19, results are currently taking 2-4 days and may take longer due to high demands. A provider will call you with the results and determine what the care plan should be.

Again, we in Health Services apologize for the inconvenience. Like many other health care facilities around the country, we are taking these steps for the safety of our patients, staff and our community.