



To all Bois Forte Employees and members of the community:

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:**

- Dental is open for all procedures. All patients will be asked Covid-19 screening questions and will have their temperatures taken prior to their dental procedure. Appointments are being taken at both clinics. Nett Lake Clinic 218-757-3650 or Vermilion Clinic 218-753-2182.

**Clinic:**

- Both Vermilion and Nett Lake Bois Forte Medical Clinics are open to see all patients.
- Patients who have or would like to schedule an appointment will be triaged by nursing staff prior to their appointment. If you schedule your appointment further than 1 day out, nursing staff will call you the day before your appointment to triage you by asking the required COVID-19 Screening questions.
- Patients who have questions for the providers are encouraged to use My Health on line that can be submitted electronically. You are also able to request an appointment on My Health. Again, nursing staff will need to triage you by asking the required COVID-19 screening questions prior to this appointment. 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.

Internally both Dental and Medical Staff will have their temperature taken and be asked how they are feeling upon arrival to work. This will be entered daily into a log book. All staff will wear street clothes to work and change into scrubs upon arrival. Staff will again change into street clothes upon leaving the clinic to try to contain any contamination.

### **Pharmacy:**

- Patients who need a Med Refill appointment please call the pharmacy and they will work with the providers to get this done for you.
- Any elder patient at high risk or patients experiencing flu like symptoms can call the pharmacy and we will arrange curbside pickup or delivery by CHR staff.
- Nett Lake Pharmacy 218-757-0230
- Vermilion Pharmacy 218-753-2180

### **Lab:**

- Patients who have Standing Lab Orders will also need to be triaged by nursing staff prior to your lab appointment. Again, we are trying to keep staff and other patients safe and limit the spread of the COVID-19 virus.
- Any patients that have been tested for COVID-19, all PCR tests will be sent to Mayo Clinic Reference Laboratory. Results are currently taking 2-7 days and may increase or decrease depending on reference lab capacity and availability of supplies.

### **Patients:**

- Every patient entering the clinic for an appointment will be required to use the hand sanitizer pumps and place a mask over your nose/mouth. Again, this is to protect staff and anyone else that may be in the clinic at the time you are here. Please remember to social distance while you are in the building and to be sure you are seated at least 6 feet apart.
- For patients calling to make an appointment they will be asked a series of questions:

Have you traveled internationally where there has been a widespread of COVID-19 in the past 14days?

Do you have any of the following symptoms, fever >100.0 F, cough, shortness of breath, sore throat, headache, loss of taste or smell, nausea, vomiting, diarrhea, muscle pain/aches?

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

Have you had direct contact with a person who has a pending Covid-19 test within the last 14 days?

Do you currently have someone in your home that is on Quarantine or Isolation due to Covid-19 at this time?

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 of the above questions the patient call will be forwarded to nursing staff to further triage the patient. The nursing staff 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. Also, if patients need to be accompanied by another person we have limited this to 1 person. For example a Well Child Check will only be allowed 1 parent with the child. If an elder is in need of accompaniment we will again only allow 1 individual with the patient. They will also be screened with the required COVID-19 screening questions prior to entering with the patient.
- Any patients that have been tested for COVID-19 are to follow provider instructions or the contact tracing person(s) depending on their test results/exposure.

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.

Revised 8/24/2020