

# Community Health Connection's Temporary COVID-19 Changes

Community Health Connection's mission is your health and wellbeing. Below is information regarding Community Health Connection's response to recent COVID-19 outbreak and measures that have been taken to protect our patients and the Tulsa community.

Information is changing quickly and we will be updating this information regularly; however, for the most up-to-date information regarding the COVID-19 in our communities please visit the following resources:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

<https://www.tulsa-health.org/COVID19>

<https://coronavirus.health.ok.gov/>

## TESTING

Due to shortages in testing supplies Community Health Connection and all other healthcare providers have limited ability to test individuals. Community Health Connection is following State and National guidelines for testing and only testing those patients who meet the following guidance:

1. Who present with a fever (at least 100.4°F); and
2. Have symptoms of acute respiratory illness (e.g., cough, difficulty breathing); and
3. Are at higher risk for poor outcomes, including individuals who are 65 or older, immunocompromised or have chronic medical conditions (e.g., diabetes, heart disease, receiving immunosuppressive medications, chronic lung disease, chronic kidney disease).

If you have traveled to a country with a Center for Disease Control Level 3 travel advisory within 14 days or if you have a known exposure to COVID-19 you will be told to self-quarantine and further instructions.

## VISITS

Community Health Connection is still serving individuals at two of its clinic locations but is taking several steps to ensure patient and staff safety and reduce the spread of COVID-19.

- As many visits will be converted to telehealth as possible (See Below). Patients will be alerted prior to their visit
- Community Health Connection has implemented a multi-tier evaluation system for patients, which begins over the phone with making or confirming a patient's appointment. Patients with travel to an infected area or a known exposure to COVID-19 are asked not to come to the clinic and are instead told to self-quarantine.
- Upon arrival for your visit you will answer a few questions outside and then be asked to wait in your car until the Care Team is ready for your appointment. If you are unable to wait in a car, Community Health Connection has two waiting areas. One will be utilized for sick patients and the other will be utilized for well patients. This is to reduce chances of well patients encountering COVID-19.



## **TELEHEALTH**

Community Health Connection will temporarily be providing all behavioral health visits virtually or over the phone. Additionally, some medical visits will be offered through telehealth. Care Teams are assessing which patients and visit types will be appropriate for this method of care.

Telehealth is a billable service similar to a face-to-face visit at Community Health Connection. Insurance or the patient will be responsible for the costs of the services. Uninsured patients will still qualify for Community Health Connection's sliding fee scale if there is an up-to-date (within the past twelve months) proof of income and household size on file.

To pay your bill over the phone, please call 918.710.4442 or 918.710.4429. If bills are not paid over the phone on the day of service a bill will be sent the next business day.

## **DENTAL**

In accordance with the American Dental Association and the Oklahoma Dental Association guidance and Governor Stitt's Safer-at-Home policy, Community Health Connection will temporarily only be providing emergency dental services.

## **PHARMACY**

Community Health Connection is still providing pharmacy services at its 3rd and Lewis location (2321 East 3rd Street). The pharmacy is providing curbside services only and patients will not be allowed in the pharmacy to pick up prescriptions. If you are needing to pick up a prescription, please call 918.710.4455 from your car to arrange a medication pick-up with pharmacy staff.

Plaquenil/Hydroxychloroquine prescriptions are not available as a prophylaxis and will only be available if deemed necessary by a medical provider.

## **TEMPORARY CLINIC CLOSURES**

Community Health Connection will temporarily not be providing services on Saturdays or at its Rosa Parks location. These staff resources have been reallocated to Community Health Connection's other service sites.

