

Dear Coast Community Health Center Patient,

Alongside each of you, Coast Community Health Center is actively monitoring and responding to the rapid spread of COVID-19. We share your deep concern and are committed to supporting you, our patient, to address your personal healthcare needs related to the COVID-19 outbreak, and general health needs.

In response to the increase in the spread of this virus, we are taking every reasonable step necessary to mitigate the spread within our health center so we can remain open to serve you. We understand many of you have questions. We hope this communication will provide the information you need to know how we can assist you directly, and what other tools you can use to protect yourself. In order to provide health care to you in the safest way possible, we have enacted certain changes in our health center effective immediately. These changes still accommodate providing patients with both face-2-face appointments and now alternate ways to have patient appointments remotely using your phone or computer.

Our facilities remain open. Our committed medical and behavioral-health staff continue to work each day in both our Bandon and Port Orford facilities.

Our pharmacy staff continue to manage your prescriptions without interruption (*please review the guidelines for pharmacy pick up included in this letter*).

Our Outreach and Healthy Families team will continue to serve clients and families remotely via phone or computer, or in person by appointment only (*please call the office for assistance with setting up a remote appointment*).

With the increase in job loss, we anticipate the need for Medicaid application assistance will rise rapidly. Our Certified Application Assisters will process applications via phone interviews. Please call 541.347.2529 ext. 120 for a Bandon virtual appointment or 541.332.1114 for a Port Orford virtual appointment.

Our Health Center's guidance in responding to COVID-19 shifts daily. Keeping our employees safe is a TOP PRIORITY for our Organization. You can support our efforts by following the guidelines provided in this letter. If you arrive at one of our facilities, you will be required to have your temperature checked and respond to a brief screening. If an elevated temperature exists, you will be asked to return to your vehicle where you will be served outside the facility. This also includes those arriving on foot or bicycle. Any patient who suspects they may have COVID-19 symptoms are required to contact our health center to be triaged by our nursing staff prior to visiting. We appreciate your support in our response to keeping our team, and you, as healthy as possible.

If you have any questions about this letter, our response plan, or personal health care needs, please reach out to Dawn Gray, our COVID-19 Response Coordinator and Clinical Site Manager at 541.347.2529, ext. 125. Thank you for doing your part to ensure that our staff, and the community remains as safe as possible during this challenging time.

Linda Maxon
Chief Executive Officer

JJ McLeod
Chair, Board of Directors

Dawn Gray
Clinical Site Manager

Morning (8am – 1pm) HEALTHY PATIENT VISITS	<ul style="list-style-type: none"> • Routine follow up appointments • Visit for non-flu/respiratory symptoms • Immunizations • Routine blood draws • Preop physicals • ODOT physicals
Afternoon (2pm – 5pm) SICK PATIENT VISITS	<ul style="list-style-type: none"> • Any respiratory symptoms to include but not limited to: <ul style="list-style-type: none"> • Fever • Dry cough • Shortness of breath • Sore throat • Sinus pain/pressure
Offered All Day (8am – 5pm)	Telephone / Telehealth Visits for: <ul style="list-style-type: none"> • Chronic disease management <ul style="list-style-type: none"> • Diabetes • Hypertension • Behavioral health • Some sick appointments (to be determined by provider)
After Hours Care	Contact our clinic at (541)347-2529 after hours and a health care professional will address your questions and concerns with tried and true advice. Remember if you have a life-threatening emergency, call 9-1-1, or go immediately to the closest emergency room.
Pharmacy - Bandon (9am – 5pm)	<ul style="list-style-type: none"> • Curbside pick-up is required unless prior arranged • Contact the pharmacy before coming in to see if your prescriptions are ready or wait for the automated phone call. • Once you arrive at the pharmacy, park in the back in the designated spaces and call them to let them know you are there.
Pharmacy – Port Orford (9am – 5pm)	<ul style="list-style-type: none"> • Curbside pick-up is required unless prior arranged • Contact the pharmacy before coming in to see if your prescriptions are ready. • Once you arrive at the pharmacy, park in the back in the designated space and call them to let them know you are there.

Guidelines for patients with respiratory symptoms:

Patients with mild respiratory symptoms such as cough and fever, but who can manage at home (not having shortness of breath, able to eat and drink fluids, etc.) are still asked to stay home, stay hydrated, stay rested, and stay isolated until their symptoms have been improving for 72 hours. If you think you may need to come in for your respiratory symptoms, please call ahead and one of our clinical nurses will ask you some questions over the phone to see if you need to be seen or not.

Executive Order from Governor Kate Brown:

https://www.oregon.gov/gov/Documents/executive_orders/eo_20-12.pdf