



March 19, 2020

To our patients, parents, guardians, and community members:

RE: COVID-19 (coronavirus)

These are unprecedented times for all of us. We have made a lot of precautionary changes to Bay Mills Health Center (BMHC) this week and want to give an update on where we are at right now.

Early this week, the American Dental Association (ADA) issued guidance to all dentists throughout the US to close their offices to elective dental care and to be available for emergency care only. To follow this guidance, BMHC will close the dental clinic to all patients until further notice.

We have also received guidance to have employees work remotely if possible and only essential staff are to report to the building during this time.

Effective immediately the following steps have been implemented at Bay Mills Health Center:

- Bay Mills Health Center has reduced hours of operations to 8am-4:30pm, including pharmacy.
- Every person entering the Ellen Marshall Memorial Center will be required to be screened for fever. This will be completed with an ear thermometer. Everyone needs to enter the building through the East (right) entrance door in the front for this to happen smoothly. If you are found to have a fever, you will be asked to go home and self-monitor your symptoms. If you were arriving for an appointment, please return to your car and phone the front desk for further instruction. If you are home and have symptoms, we ask that you stay home and manage the symptoms and call 911 if symptoms become severe, or worsen. We appreciate your patience through this and will continue to do everything we can to take precautions during this situation.
- If you have an appointment in BMHC Dental between March 16 and April 3, your appointment is being cancelled at this time. If you are in pain, please call the office at (906) 248-5578 to speak to staff about your situation and steps to take. This date may change depending on the current status of the situation.
- BMHC Behavioral Health will not be scheduling new intakes at this time until further notice. There will be crisis services available, from 8-12 and 1-4:30 daily, if needed. Please ring the chime for assistance. If you have an intake scheduled between March 23 and March 27, your appointment is cancelled and we will call to reschedule your appointment once restrictions are lifted. Existing clients, please do not come in for your scheduled appointment. Your clinician will reach out to you via phone.
- BMHC auricular acupuncture and massage have been cancelled until further notice.
- Chelsey Moon, Healthcare Outreach and Enrollment Specialist, will still be available for assistance, but not face to face. Assistance with Medicaid applications and questions can still be done over the phone at (906)248-8314. Documents that need to be faxed can be left at the health center front desk.

All MDHHS office lobbies will be closed and residents will no longer be required to visit MDHHS offices in order to receive benefits during the COVID19 outbreak. Visit [Michigan.gov/coronavirus](https://www.michigan.gov/coronavirus) for more information.

In addition, MDHHS clients have been receiving spam calls asking to press 1 in order to keep benefits. The Department of Health and Human Services is committed to keeping your private information safe. The department will never contact you utilizing robocalls. In the case that you receive this type of call you should hang up immediately and never provide your private information under any circumstance. If you question the validity of a call, you may reach out to your MDHHS worker to confirm.

- BMHC medical will remain open with limited staff to limit possible exposure. Please call ahead and follow guidelines on what to do if you are sick. We are asking people if they have symptoms to not present at the clinic, but call the clinic at (906) 248-5578 for next steps and self-monitor your symptoms. If they severe or worse, call 911 immediately or go to the hospital.
- BMHC will be providing transportation for medically necessary treatment only, and only as a last resort. All patients will undergo a screening process, prior to pick up. If you are being transported, transporter will ask for you to sit in the back seat of the vehicle. They will not be going into clinics and waiting for you, but instead will wait in the vehicle. There is also assistance available from Purchase Referred Care for gas for the extended trips during this time, there is also assistance available for non-tribal patients. Please contact our Purchase Referred Dept. at (906) 248-8326. Transporters will be wearing protective equipment throughout any transports as a precautionary measure as well. Prior to transportation, please call your destination provider to make sure the clinic is open and still seeing patients as a lot have closed to non-emergency appointments.
- BMHC is also assisting with delivery of necessary medications to “high risk” patients in the community that are self-quarantining. For more information, please call (906) 248-2031 to set this up. This will not include non-essential medications.
- BMHC Tribal Care Coordination services are available through phone, but will not be having face to face appointments.
- All other BMHC departments have suspended services at this time, until further notice. If you have questions about this please contact the clinic at (906) 248-5527 and they can answer your question or direct you to someone who can help.
- Pharmacy will remain open at this time. People coming to pick up their prescription will be screened at the door for fever. If you are in the waiting room with another person, we ask that you follow the guidelines of social distancing as much as you can and respect the other person’s right to do the same. We all have to work together during this time.
- BMHC will do its best to contact patients to cancel and reschedule all appointments throughout the health center during this time. To do this effectively, we need to have the most up to date phone number for all patients. If you have changed your number recently, please contact us to update that so when it becomes available we can reach out to you to reschedule.
- We ask everyone to continue to call before, or instead, of coming into the clinic and to follow:
 - Wash your hands for 20 seconds with soap and water, especially immediately after coughing, sneezing, or blowing your nose.
 - Avoid touching your face with unwashed hands
 - Clean surfaces that are touched frequently with an EPA- approved cleaner.

- When returning from a country with widespread, sustained transmission of COVID-19, stay home and self-monitor for symptoms for 14 days. Keep distance with other people (social distancing)
- When sick with fever, cough, or difficulty breathing or trouble breathing seek medical care and call ahead before going to a doctor's office or emergency room.
- Do not travel while sick.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing.

We appreciate everyone's patience and compliance through this situation. We will do everything we can to stay up-to-date of the situation and will share information when it becomes available and we will take any and all precautions if and when necessary to keep our employees, patients, and community members as safe as we can.

We also ask that you refrain from taking supplies from the clinic. This includes masks, gloves, and other essential items that are needed for the health care providers still providing services. If these supplies are taken or run out, we will not be able to continue to provide services. These are only available for those entering the clinic that need them while there. They are not to be taken out of the clinic.

-Bay Mills Health Center Staff