



EMERGENCY OPERATIONS CENTER



March 23, 2020

NEWAYGO COUNTY COVID-19 LOCAL HEALTHCARE INFORMATION

TEXT: HEALTHCARE UPDATE 03/23/2020: Information on local Healthcare Services and screening during COVID-19. Click for more info (LINK ATTACHED)

EMAIL: HEALTHCARE UPDATE 03/23/2020: Information on local Healthcare Services and screening during COVID-19.

NewaygoES is doing our best to keep up with rapidly developing and evolving situations and we will strive to be as timely and accurate as possible. For COVID-19 questions, please contact the State of Michigan toll-free hotline at 1-800-535-6136

Key Updates:

Family Healthcare announces changes in services.

ALL CLINICS: Due to the State of Michigan mandate, before entering any Family Health Care facility, all patients must complete a COVID-19 questionnaire. An employee will review this questionnaire before patients are authorized to enter any FHC building.

PHARMACY: Curbside pick-up service for patients needing medications is available at all locations. Please call your local FHC pharmacy if you need refills or have a prescription to pick-up. Hours of operation for pharmacies are:

- **Baldwin:** Monday – Friday, 9 a.m. to 5 p.m.
- **Cobb Street (Cadillac):** Monday – Friday, 8 a.m. to 5 p.m.
- **Grant:** Monday – Friday, 9 a.m. to 5 p.m. Saturday (Curbside Only), 9 a.m. to 1 p.m.
- **White Cloud:** Monday – Friday, 9 a.m. to 5 p.m. Saturday (Curbside Only) 9 a.m. to 1 p.m.

MEDICAL: All FHC medical clinics are open for **urgent medical needs and those with illness**. If you have a scheduled medical appointment, staff will attempt to call you before the appointment to complete a mandated COVID-19 questionnaire.

- **Medical Hours of Operation:** Monday – Friday, 8 a.m. to 5 p.m. No late hours or Saturdays.

CHILD & ADOLESCENT HEALTH CENTERS (CAHC): The centers located in Baldwin Elementary School, Grant Middle School and White Cloud High School are open to all patients up to 21 years of age.

- **CAHC Hours of Operation:** Monday – Friday, 8 a.m. to 12 p.m.

DENTAL: All dental offices are closed.

BEHAVIORAL HEALTH: Will remain open in the Baldwin, Cadillac, Grant, McBain and White Cloud Health Centers, as well as the Child & Adolescent Health Centers in Baldwin, Grant and White Cloud.

- **Behavioral Health Hours of Operation:** Monday – Friday, 8 a.m. to 5 p.m.

VISION: All vision offices are closed.

RADIOLOGY: Mammography services are suspended until further notice. Ultrasound will be available for urgent needs only. X-Ray will continue to operate, but patients should call for availability.

IN-HOME RESPITE: Services will continue based on patient needs.

For additional information and updates on the coronavirus and Family Health Care visit familyhealthcare.org/covid19.

Spectrum Health Gerber Memorial

Changes in Services: Spectrum Health has canceled all non-urgent patient appointments, procedures, and surgeries for the next two weeks. Patients with scheduled non-urgent appointments, procedures, or surgeries during this time will be contact by their provider(s) regarding next steps. If you have questions, please call your physician's office.

Visitor Restrictions: The hospital has revised their visitor policies to align with Executive Order 2020-007. Until April 5, 2020, no visitors will be allowed at any locations (hospitals, outpatient locations, and long term care facilities) for all local healthcare systems. For special circumstances, one approved visitor will be allowed in situations involving patients undergoing surgery, and pediatric, maternity, end of life or critically ill patients.

OUTPATIENT REHAB: Rehab services will be significantly scaled back and staff are calling people with appointments to postpone or reschedule. The changes to rehab begin Tuesday, March 17 through March 27, and will be evaluated weekly. For more information, contact rehab in Fremont at 231.924.3195 and in Newaygo at 231.652.5079.

LAB: The outpatient lab located at Gerber Memorial's hospital will be relocated to Tamarac, 1401 W. Main, Fremont, starting on Tuesday. Hours for the relocated lab, which will remain open to the public, are: Monday through Friday, 6:30 a.m. to 5 p.m. The lab will be closed Saturdays and Sundays.

People who want to give specimens for COVID-19 testing must go to the hospital. They must enter through the Emergency Department entrance to be screened. A hospital worker will swab the person and the specimen will be tested at the Michigan Department of Health and Human Services lab or four private labs in Michigan.

DIAGNOSTIC: Gerber Memorial is cancelling all non-urgent outpatient diagnostic exams, including mammograms, MRIs, CT scans, walk-in X-rays and other services. Diagnostic mammograms and breast biopsies, as well as procedures ordered as urgent, will continue to be performed. Hours will vary for different services. For questions, contact: 231-924-1365

HOSPITAL ENTRANCES: In an effort to better screen visitors during the coronavirus pandemic, Spectrum Health Gerber Memorial is keeping only a few entrances open for staff, patients and visitors. Starting today, patients and visitors can access the hospital only through the entrance at the Emergency Department.

Gerber Memorial employees can enter through two other entrances, off Maple Avenue and between the hospital and Professional Office Building. Those entrances are open for a limited period during the day, Monday through Friday, and can be accessed only with a valid employee badge and appropriate COVID-19 risk factor screening.

All other entrances will be locked.

Designated parking areas will not be affected: Visitor lots will remain for patients and visitors, and employees will still park in employee lots.

Spectrum Health: <https://www.spectrumhealth.org/covid19>

Tamarac, the Center for Health and Well-being

Tamarac, the Center for Health and Well-being, is closed effective March 16, to help slow the transmission of coronavirus. All activities and appointments at the Wellness Center and the Skincare Center and Spa are cancelled.

Because of the rapidly changing situation related to the coronavirus pandemic, updates and new information will be shared in real time on Tamarac's Facebook group:

<https://www.facebook.com/groups/TamaracWellness/>

Questions can also be directed to: tamarac.membership@spectrumhealth.com

Tamarac announced the following on March 16, 2020:

- Membership dues for this month, March 16-March 31, will be credited to members' accounts.
- If Tamarac remains closed on April 1, April dues will not be charged.
- Dues will only resume when the building reopens.
- Members are advised to allow 5-7 business days for credits to be processed.
- Participants in all classes and programs will get a credit for future programs and classes.

"Out of an abundance of concern for the safety and wellbeing of our staff and our community, we have no choice but to close Tamarac to help reduce the chances of transmission of the coronavirus that causes COVID-19 and we will reopen as soon as Spectrum Health medical and health experts advise us that it is safe to do so," said Amanda Irwin, wellness Center manager. "We sincerely apologize for any inconvenience. Based on the advice of health experts and medical professionals, we want to do our part to minimize social contact and assist with social distancing."

In addition, Tamarac staff will be assigned to support community efforts in coming days and weeks.

COVID-19 Screening

People who are concerned about COVID-19 symptoms such as fever and cough, and with or without difficulty breathing, or have questions, are **strongly discouraged** from going to the hospital or their doctor.

A strict protocol is in place to be tested: A provider must order a COVID-19 test and approval for that test includes a collaboration between the provider and the local health department. Do not go to

Spectrum Health Gerber Memorial Hospital to request COVID-19 Screening. Please follow the Screening steps listed below.

STEP 1: Visit www.spectrumhealth.org/covid19 to stay informed and review your free screening options.

STEP 2: If you are in the state of Michigan and experiencing symptoms, get screened by calling our hotline at 616.391.2380 or by using our virtual chat found on spectrumhealth.org/covid19.

STEP 3: Spectrum Health providers will determine if you need further evaluation and, if so, provide instructions for specimen collection.

*Please be aware that screening is not a COVID-19 test.

Prevention

There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19). The best way to prevent illness is to avoid being exposed to this virus. Information from Centers for Disease Control and Prevention (CDC) is available in [English](#), [Chinese](#), and [Spanish](#).

- **Clean your hands often. Scrub with soap for at least 20 seconds. Use hand sanitizer if you cannot wash.**
- **Avoid close contact with people who are sick.**
- **Stay home when you are sick**, except to get medical care. Call ahead before going to your healthcare provider. Learn [what to do if you are sick](#).
- **Cover your cough or sneeze** with a tissue, then throw the tissue in the trash. Immediately wash your hands.
- **Clean and disinfect frequently touched surfaces.**

Always, call before you go and Use Telemedicine resources whenever possible

Availability of routine in-person services may be limited. Please access services as much as possible online or by phone. Many events, activities, and community services have been closed or altered services. Many healthcare facilities housing vulnerable populations are enforcing family and visitor restrictions or are self-quarantining their residents to protect them.

Continue to Avoid Large Gatherings

All residents in Newaygo County should practice social distancing measures as feasible including limiting in-person meetings, large work and personal gatherings, and limit non-essential travel outside your home and work areas.

WHAT TO EXPECT

- Be prepared if there is COVID-19 in your household or a disruption of daily activities in your community. For example, maintain a supply of medications, food, and other essentials in your house. Consider alternative shopping options such as curbside pickups or online deliveries.
- Availability of in-person services may be limited. Access services as much as possible online or by phone.
- Additional cancellations of events, community gatherings, sporting events, and other in-person gatherings.
- Additional measures and guidance to be implement by the Michigan Department of Health and Human Services in order to protect the public and limit the spread of the virus.

COMMUNITY INFORMATION

- **ONLY CALL 9-1-1 TO REPORT EMERGENCIES!** Emergency operators and phone lines are needed to support this incident, please continue to monitor Nixle for updates or call 2-1-1 (not 9-1-1) for general safety information.
- **DO NOT GO TO THE EMERGENCY DEPARTMENT FOR TESTING!** Please DO NOT show up at an emergency department or urgent care center unless it is a life threatening emergency and you need immediate medical care. Anyone with severe or life-threatening symptoms should call 911.
- **VIRTUAL SCREENING FOR COVID-19 IS AVAILABLE BY CALLING 616.391.2380!** Spectrum Health is offering free virtual COVID-19 screenings to those who have symptoms and may be concerned they have the virus. The purpose is to prevent the spread of illness by enabling people to seek the information they need from their homes, while making it easy and convenient for them.
- **ADDITIONAL INFORMATION WILL BE RELEASED!** Continue monitoring your radio, Nixle, and Newaygo ES's Facebook Page for additional information.
- **THANK YOU FOR YOUR COOPERATION!**

Additional resources for information monitoring –

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

State of Michigan: <https://www.michigan.gov/coronavirus/>

Spectrum Health: <https://www.spectrumhealth.org/covid19>

District Public Health Department 10: <https://www.dhd10.org/coronavirus/>

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