



The Department of Health and Human Services

**COVID-19 ESSENTIAL SERVICES PLAN**

As of March 19<sup>th</sup>, 2020 to April 1<sup>st</sup>, 2020

## **DHHS Essential Services**

1. SR Clinic
  - a. Medical
  - b. Dental
  - c. Pharmacy
  - d. Public Health Nursing
  - e. Patient Referral Coordination
2. Behavioral Health
  - a. Crisis
  - b. Journey to Recovery
  - c. Individual Counseling (telehealth)
  - d. Case Management
  - e. Psychiatry (MH evaluations and medication prescribing)
3. Transportation Services
4. Centralized Scheduling
5. WIC (Women's, Infants and Children)
6. Financial Assistance
7. Public Fiduciary
8. Skeleton Admin Oversight

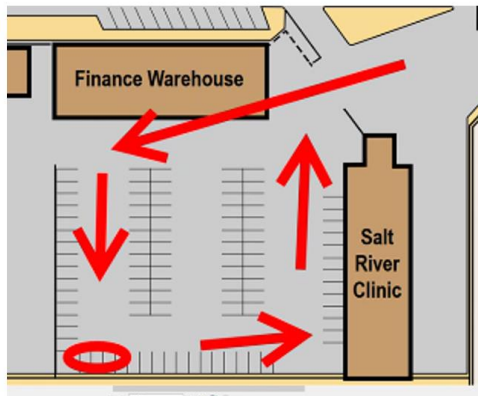
## **DHHS Important Numbers**

- |                                   |              |
|-----------------------------------|--------------|
| • Corona Virus 24 Hour Hotline    | 480-362-2603 |
| • Public Health Nursing           | 480-362-5555 |
| • Centralized Scheduling          | 480-946-9066 |
| ○ Medical                         |              |
| ○ Dental                          |              |
| • Behavioral Health               |              |
| ○ Outpatient                      | 480-362-5707 |
| ○ Journey to Recovery             | 480-362-5640 |
| • Pharmacy                        |              |
| ○ Main                            | 480-946-9227 |
| ○ Refill Line                     | 602-200-5384 |
| • Financial Assistance            | 480-362-7350 |
| • WIC                             | 480-362-7300 |
| • HHS Transportation              | 480-362-5655 |
| • HHS Director Joe Remitera       | 480-362-6353 |
| • Asst. HHS Director John Godfrey | 480-362-5500 |

## ESSENTIAL SERVICES DETAILS

### Salt River Integrated Health Care (SR Clinic)

- **Hours of Operation**
  - 8 am to 4:30 pm, Monday to Friday
- **Patient Visits**
  - Routine follow-up appointments and diabetes check-ups will be managed via phone.
  - Nonessential wellness visits will be rescheduled to after April 12th.
  - Essential acute symptom visits will be seen in clinic.
  - Labs will only be drawn if necessary.
- Patients will be screened by a medical assistant at the front door and/or outside the clinic. If patient has temperature > 100.4° the patient will be asked to wait in their car – medical assistant will get a nurse or provider to help triage and get a disposition for the patient.
- A “drive up” clinic for testing patients for Covid-19 is stationed in the SR Clinic parking lot (see details below).



**Patient Testing Site and Traffic Flow**

### Behavioral Health Services

- **Hours of Operation**
  - Outpatient - 8 am to 6 pm, Monday to Friday
  - Journey to Recovery and Crisis – 24/7
- In-person Intake Assessments, Individual Counseling, Case Management and Behavior Coaching sessions will be switched to telehealth (via the telephone).
- In-person Group Counseling, Day Treatment and Psychoeducation are cancelled and will be converted to:

- Clients will be moved to 30 minute individual counseling or psychoeducational telehealth sessions.
- For all services, telephonic case management and home visits will be used when necessary to check in and see how clients are doing.
- Psychological Testing will only be done for those court ordered for an evaluation.
- Crisis Services will continue as usual.
- Journey to Recovery will continue as usual with the following restrictions;
  - All external activities will be suspended.
  - All clients entering or returning to the facility will need to be screened for illness. Those sick or having a fever of over 100.4° will be asked to seek medical attention.

## **Dental**

- **Hours of Operation**
  - **8:00 am to 4:30 pm, Monday to Friday**
- Patient Visits
  - Routine adult dental treatment (such as a checkup or cleaning or a filling), will be rescheduled to after April 12<sup>th</sup>.
  - Urgent or emergency visits will still be seen. Examples include:
    - Severe toothache pain (not just a twinge)
    - Swelling of your gums, face, or neck
    - Bleeding in your mouth that does not stop
    - Infection or a substantial risk of it
    - Trauma (such as a broken tooth)
  - Recently received new full or partial dentures or need an adjustment will still be seen. Please contact your clinic first to check on your appointment.

## **Pharmacy**

- **Hours of Operation**
  - **8:30 am to 4:30 pm – Monday, Tuesday, Thursday and Friday**
  - **9:00 am to 4:30 pm - Wednesday**
- Patient Visits
  - Patients will be able to come into the pharmacy to pick up their medications.
  - Patients will be informed that they may have their medications (other than narcotics and refrigerator meds) mailed to them if they choose.
  - Patients (if needed) will be directed to YouTube videos that can be used to counsel/trouble shoot any medication counseling (such as issues with their injectable medications) that a patient may require over the phone.

## **Transportation Services**

- **Hours of Operation**
  - **Routine 8:00 am to 5:00 pm – Monday to Friday**
  - **Dialysis As Scheduled – Monday to Saturday**
- All Services Remaining Open

## **Public Health Nursing**

- **Hours of Operation**
  - **8:00 am to 5:00 pm, Monday to Friday**
- **Open Services**
  - Ask the Nurse Line
  - Home visits
  - Communicable Disease Tracking
- **Closed Services**
  - Diabetes 101 Group Class
  - Healthy Living Group Class
  - CPR Training Class

## **Diabetes Program**

- **Hours of Operation**
  - **CLOSED**
- **Client Services Closed**
  - Group Classes
    - Educational
    - Group exercise
    - Group Classes for Seniors
  - Home bound exercise program visits have been postponed until further notice.
  - All in-person personal training sessions will be cancelled until further notice.

## **Public Fiduciary**

- **Hours of Operation**
  - **8:00 am to 5:00 pm, Monday to Friday**
- The office of the Public Fiduciary will continue to operate as normal with the following restrictions;
  - In-person client visits, check-ins and other meetings will be done via telephone whenever possible. If in-person visits are necessary to facilities we will follow the facilities' guidance on visitation.

## **Prevention / Intervention and WIC**

- **Hours of Operation**
  - **Prevention / Intervention - 8:00 am to 5:00 pm, Monday to Friday**
  - **WIC - 8:00 am to 6:00 pm, Monday to Friday**
- **Services**
  - Housing staff will resume services April 1, 2020.
  - Central Intake Center will continue services.
  - WIC will continue services.

# **Environmental Services**

- **Hours of Operation**
  - **8:00 am to 5:00 pm, Monday to Friday**
- **Services Remaining Open**
  - Restaurant inspections will continue until restaurants are required to close.
  - Car seat distribution (only on Monday, Wednesday and Friday)
- **Services Canceled**
  - Home evaluations when requested by other Programs
  - Plan review for new construction
  - Animal vaccinations and spay/neuter clinics have been canceled
  - Tai Chi and Yoga classes