



SPECTRUM

HEALTH CARE

Where Better Health and Compassionate Care Meet

A Message from our Director

March 19, 2020 – Columbia, Missouri – Spectrum Health Care has a unique role in the healthcare landscape of Mid-Missouri. We are charged with providing care coordination and direct care services for marginalized persons and communities who are now at risk for complications of the COVID-19 virus. We take this responsibility very seriously and continue to be vigilant in our efforts to provide continuity of care during such uncertain times.

In 2015, Spectrum Health Care (then Rain-Central Missouri, Inc.) set in place its new continuity of service plan. The staff and board of directors created the document never dreaming that we would have to work each of its steps.

Now, as of March 16th, the Spectrum Health Care team began working under the agency's emergency continuity of care action plan and making the necessary decision to update as we learned the new governmental recommendations. The current plan allows staff to operate remotely with access to the offices. For now, this is a safe plan. However, should the orders be given to shelter in place SHC is fully prepared to close the office and go to a completely remote system. The important thing to emphasize here is that SHC will be here to make sure our clients and patients are able to access necessary medical care.

After review of local, state and federal guidance SHC has implemented this current policy. It will be in place and modified as new information and guidance is made available.

- Suite 250: Housing Staff, Case Managers, Fiscal Department, Program Coordinators, and Administration, is closed to the public until further notice. Most staff are now working remotely from home and making contact with clients and constituents to ensure they are aware of the changes, aware we are still providing services and making recommendations on how to protect themselves from the virus.
- Suite 100: Clinic, Prevention Education Program, Access for All Staff, and the Walk-In Testing Spectrum After Dark, will prohibit all walk-in services until further notice. Those who need testing services will need to call the office at 573-514-7312 to schedule an appointment. No walk-in scheduling is being done at this time. Additionally, the Clinic is not taking new patients, we will only provide services to persons who have established care. Your appointment with the Clinic will be evaluated and may be moved to ensure the safety of the staff and patient population. We will work to make sure our waiting room is free of other patients to help us to achieve this, please, if possible, attend your appointment alone.

PLEASE NOTE: If you have a person who is providing transportation to the visit, we will ask them to wait in their car until the appointment is over. All patients will be asked standard screening questions before your visit. If you are ill (fever, chills, vomiting, diarrhea, cough), you may be direct to seek alternative testing. If you do have an appointment you may be asked to wear a protective mask, this request is mandatory, and refusal will result in clinic staff not seeing you for your appointment.

- We have implemented many new ways for our staff to communicate during this time, including internal messaging systems, Zoom meetings, and a new phone system which will allow us to be flexible and still reachable.
- All staff have made contact, via phone or email, with the said client base. During that contact, information about how to remain safe was conveyed. Also, instructions were given that they are not to come to the office or expect in-person interaction with staff at this time.

We all have to come together during this unprecedented time. I can assure you that the SHC team is up to the task at hand and will ensure that our services are provided with as little disruption as possible. Together we will forge a new path forward to create solutions and fill the needs of our most vulnerable persons and communities.

Best Health, Stay Safe, and Stay Home,



#YourHealthIsMoreImportant #SelfQuarantine

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