



We know these are challenging times for all involved. We want to assist you the best we can throughout this process and keep you informed with the ongoing changes. To ensure the safety for our patients, we have started a new process.

Important information:

- Notifications will be sent out through our email and texting systems. As these points of contacts are more up to date, please be sure to reference our latest messages sent via these modes. We will work with our website vendor to ensure this site is updated as regularly as possible.

Your appointment:

• Scheduling

- Your provider is reviewing their schedule and notifying those they feel are at risk. For those patients identified, our office will be in contact with you to reschedule your appointment after eight weeks.
- If you are not contacted for this reason, then you are safe to arrive at our office for your appointment.
- Please notify our office prior to your appointment if you are experiencing new symptoms, such as: cough, fever (100.4 degree temperature or higher), and/or have shortness of breath.
- If you call our office, we will be screening for symptoms associated with the COVID-19 virus. If suspected, you may be asked to go to either a remote testing site or to the ER for COVID-19 testing.
 - **Please note:** Ironwood Family Practice will not be testing for the virus. By the request of the Health District we will be sending all patients to the appropriate test sites based upon certain predetermined criteria.
- Again, if you have a routine office visit and you are not experiencing symptoms, you can continue to be seen. However, if you have alternative risks associated with COVID-19 (such as compromised immune system or are currently pregnant) we would ask you to consider rescheduling your appointment after eight weeks.

• Arrival

- Please stay in your car when arrive for any type of appointment.
- Once you have parked, please call our office and check-in via the phone.
- Once a room is available, the clinical staff will come to your car and escort you to your exam room.
 - **Please note:** We have moved all provider offices so that only the provider(s) on-call are upstairs seeing sick patients.
- Depending on symptoms and reason for visit, the clinical staff will ask you to wear a mask.
 - **Important:**
 - When wearing a mask, please do not remove it from your nose or mouth area because it must be worn properly in order to limit exposure. It is also important to not touch your eyes.

- It is always good to ensure you are cleaning your hands, but this is very important after leaving our clinic. Good hand hygiene is to wash your hands while singing the entire song of “Happy Birthday.”
- The clinical staff will escort you from your car to your exam room
 - **Please note:** The clinical staff may be escorting you to a different floor than usual because upstairs is now for the on-call provider and the one designated as seeing all sick patients for the day.
- During this time, we will be collecting all payments electronically. This means, you can make payments through our website or by calling our office and making a payment over the phone.
- **Visit**
 - All providers and staff will be wearing masks to limit the possibility of exposure.
 - All clinical staff may present in the appropriate Personal Protection Equipment (PPE) If you are being seen for an illness relating to either fever, cough, and/or shortness of breath.
 - Once your visit is completed, you will be released. We ask that you head straight to your car.
 - If any additional appointments are to be made, please call our office and schedule those appointments over the phone.
 - Any time during your visit, if the provider feels that you may have been infected with the COVID-19 virus, they will ask you to immediately exit the building and go to either the alternative testing site or the testing site.

Safety precautions:

- **Clinic**
 - The clinic is constantly taking time to disinfect rooms, doorknobs, and chairs between each visit.
 - We have cleared most chairs out of our lobbies to ensure that all individuals are of good distance from each other, if for any reason they must wait in our lobbies.
 - We do have masks and hand hygiene centers throughout our clinic. Due to limit of supply, we will only be giving masks to those we feel need them. We cannot give out any of our supply for personal use.
- **Telemedicine visits coming**
 - Our clinic is working towards a telemedicine solution where you can have a visit with a provider from IFP without the need of coming into the clinic, even from the comfort of your own home.
 - Our goal is to begin offering telemedicine visits by next Monday (Mar. 23rd).
 - Telemedicine visits are useful as they allow patients to see a provider as long as they have access to the internet.

If you have any specific questions regarding COVID-19, please call the Panhandle Health District’s hotline at (877) 415-5225.

Here are some additional links for information specific to COVID-19:

- Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- Idaho Department of Health: <https://coronavirus.idaho.gov/>
- Panhandle Health District: <http://panhandlehealthdistrict.org/covid-19/>