

Indian Lake office plans to reopen June 1

Community Health & Wellness Partners plans to unsuspend patient care at the Indian Lake Health Center located in Russells Point on June 1. Healthcare providers will return to seeing patients at the Indian Lake site.

The Indian Lake office temporarily suspended in-office visits at our Lake office on March 18 in response to the COVID-19 National Alert.

Patients have been redirected to our other 2 offices in Bellefontaine and West Liberty during the crisis.

Patients asked to wear a face mask

Community Health & Wellness Partners is continuing to respond to the COVID-19 Pandemic by patient screening and the wearing of proper Personal Protective Equipment (PPE). We are encouraging all patients to wear a mask when coming to any of the CHWP locations.

Face masks prevent the person wearing the mask from spreading respiratory droplets when talking, sneezing, or coughing. Wearing a cloth face covering in public can reduce the risk of exposure to the Coronavirus (COVID-19). Since people can spread the virus before symptoms start, or even if people never have symptoms, wearing a cloth mask can protect others around you.

Patients who do not have a mask will be provided with one. Patients can create their own mask: <https://www.cdc.gov/coronavirus/2019-ncov/preventing-getting-sick/diy-cloth-face-coverings.html>.

CHWP responds to COVID-19

In response to the COVID-19 crisis, Community Health & Wellness Partners created a Coronavirus Task Force (CTF) with a goal to help keep our patients safe and protect our staff and their families.

The CTF started meeting on March 6 to plan and protect our patients and staff, to review state and national orders, to track supplies and Personal Protection Equipment, to discuss best communication methods for the staff and patients, and to prepare for ways to work with local agencies should there be a surge of illnesses, which could result in a hotspot in our community.

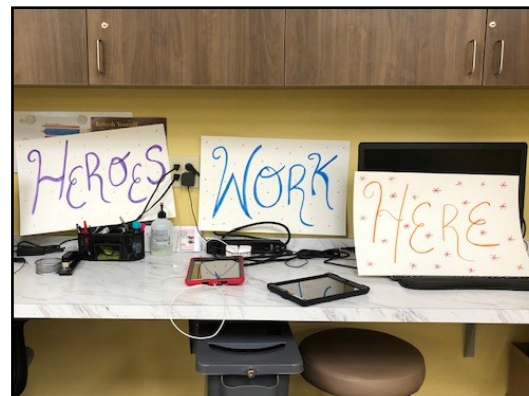
Members of the CTF have been following the symptoms and effects of the Coronavirus (COVID-19), processes at CHWP and in the community. Guidelines for the task force were established based on the direction of the Centers for Disease Control and Prevention (CDC) and Logan County Health District.

On March 17, CHWP implemented an Emergency Preparedness Plan. Community health centers are required to implement such a plan that provides clear direction in the event of a local, state, or national disaster.

Below is a timeline of CHWP's response to the COVID-19 crisis.

March 17

Patients, visitors, and staff are screened before entering the office buildings. Screening tools include illness-related questions and a temperature check.



CHWP changed its hours of operation to 8AM to 5PM at both the Bellefontaine and West Liberty offices and cancelled evening hours.

Saturday hours were moved exclusively to the Bellefontaine office from 8AM until Noon. Our healthcare providers remain on call 24-7.

Walk-in visits were suspended.

Patients experiencing respiratory symptoms were seen in the afternoons at our Bellefontaine office. Chronically ill patients or those patients with non-respiratory illnesses were seen mornings at Bellefontaine or throughout the workday at our West Liberty office.

March 18

Our Indian Lake office in Russells Point temporarily closed to patient care.

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CHWP creates space for potential surge

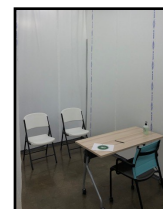
In response to the COVID-19 National Alert, Community Health & Wellness Partners joined forces with the Mary Rutan Hospital Emergency Department and the Logan County Health District to create a "surge" clinic at our Bellefontaine facility.

The CHWP COVID-19 Clinic was created as a response to a sudden need of additional patient care in Logan County due to a surge of coronavirus-related illnesses at Mary Rutan Hospital Emergency Department.

The surge clinic is located in a rented space in the same building of the Bellefontaine Community Health Center (BCHC), 212 E. Columbus Ave., Ste. 1.

The clinic was divided into the following areas:

- Triage Station
- Check-in – 2 stations
- Patient waiting area
- 14 bays for patient visits
- Supply cart and PPE stations
- Handwashing station
- Check-out station



Although Logan County did not experience the type of surge that was predicted, the CHWP COVID-19 Clinic could still provide services on an as needed

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SURGE

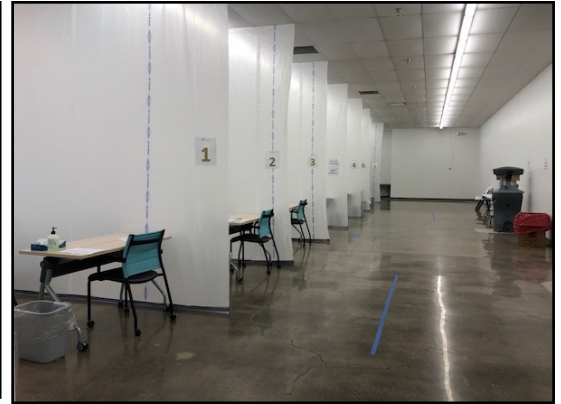
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basis. If the COVID-19 clinic would open, the clinic would be staffed primarily by our Bellefontaine staff and regular office space will be closed. Our patients could still be seen at our West Liberty and Russells Point locations.

On April 15, the BCHC staff participated in a drill in preparation for a COVID-19 Clinic. The Bellefontaine staff reviewed the Surge Clinic Process, which was created by the CHWP Coronavirus Task Force Team and led by Chief Medical Officer Kenneth Miller, MD.



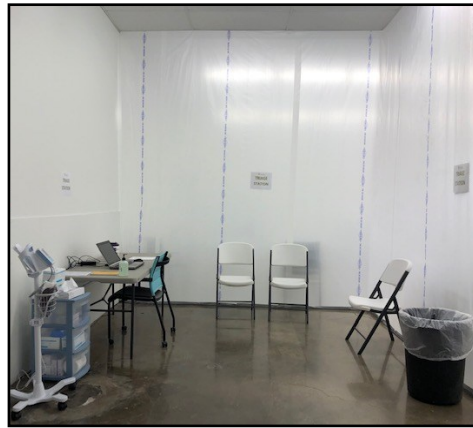
Chief Medical Officer Kenneth Miller, MD (far right) directs the Bellefontaine team on the Surge Clinic Process during an emergency drill on April 15 in preparation for a surge of ill patients.



The CHWP COVID-19 Clinic consists of 14 bays separated for patient visits (shown above), two check-in stations, a triage station, a patient waiting area, handwashing station, and check-out.



Patients would start at the check-in area.



After checking in, patients would be screened at a triage station.



Project Projects Officer Willie Stoltzfus, RN, provides a tour to Wendy Rodenberger and Mary Levan, MRH staff.

COVID-19

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Behavioral Health providers began working from home, providing Telehealth visits.

March 19

Justin Gildow, CNP, began seeing patients at our Bellefontaine location.

Parking lot visits were set up for patients with a fever or COVID-19 symptoms. Telehealth, curbside, and phone visits became other options for medical visits.

April 1

Dr. Brian Schmidt, DO, began seeing patients at our Bellefontaine site.

CHWP created a contract with Battelle for decontamination of N95 masks worn by our staff.

April 6

Paula Strebiger, CNP, began seeing patients at our West Liberty location.

April 10

CHWP transitioned our Telehealth service to Doxy.me for Behavioral Health and medical visits.

April 15

CHWP held a COVID-19 Clinic walk through drill for the Bellefontaine staff.

April 22

Saturday morning medical appointments were moved to our Bellefontaine office going forward.

May 12

BCHC and WLCH will be open to see all patients, well and sick. Patients with respiratory illnesses suspicious for COVID-19 will be scheduled for afternoon appointments from 3-5PM at BCHC.

Chief Medical Officer Kenneth Miller, MD, will return to the Bellefontaine office for patient care.

Half of the Behavioral Health staff will return to their departmental offices, but Telehealth offices will continue until June 1.

June 1

ILCHC will unsuspend hours. Providers will return to the office to see patients at the Russells Point site.

Remaining Behavioral Health patients will return to their offices and in-office visits will return.

Team Care will resume.

Breanna Detrick, CNP, will return to Bellefontaine and see patients at the site.

CHWP announces staff changes

This month as Ohio enters the first phase of de-mitigation, many of our employees who have been working from home will be returning to work.

In response of the COVID-19 National Alert, Community Health & Wellness partners implemented an Emergency Preparedness Plan on March 17. CHWP's Behavioral Health staff and several other CHWP employees began working from home to help with social distancing.

Behavioral Health providers have been providing mental health services through phone visits and Telehealth, using an web-based application called Doxy.me.

May 4, 2020

Kristen Davis, CNP, assumed care of Dr. Brian Schmidt's former patients effective May 4. Davis is very experienced in managing diabetes and chronic illnesses, and she will see patients of all ages and has a reputation of being a very caring and knowledgeable provider.

May 12, 2020

Starting May 12, half of the Behavioral Health staff returned to their departmental offices, but continue to see patients with Telehealth. There will be no in-office visits for mental health services until June 1.

Also the week of May 12, four other staff members returned to their offices:

- Chief Medical Officer, Dr. Kenneth Miller, MD;
- Pharmacist Jason Martinez, PharmD, BCACP;
- Dietitian Alyssa Kauffman, MS, RDN; and
- Danielle Evans, Document Management.

June 1, 2020

Late hours will be brought

back at our Bellefontaine and West Liberty offices beginning June 1. Also, medical providers will return to seeing patients at the Indian Lake site Mondays through Thursdays from 8 am to 5 pm.

Also that week, the remaining half of Behavioral Health staff who were working from home will return to their departmental offices. Other staff members returning to work include:

- Chronic Care Manager, Alicia Stafford, LPN.
- Respiratory Therapist Arlis Gascho, and
- Assistant Medical Officer Breanna Detrick, CNP.

As we move back to a sense of normalcy, CHWP is resuming team care as of June

1. We will be consolidating Team Care into two teams: Red Team for the Bellefontaine staff and Blue Team for West Liberty.

Red Team will consist of Dr. Kenneth Miller; Breanna Detrick, CNP; Josh Bryant, CNP; and Justin Gildow, CNP.

Blue Team will include Charles Kratz, MD; Leanne Spring, CNP; Joshua Usserman, CNP; Kristen Davis, CNP; and Paula Strebis, CNP.

Jenny Stanford is now the Medical Manager overseeing the medical providers.

Michelle Zedeker, RN, will serve as Clinical Coordinator Supervisor, providing nursing support to both teams.

Stephanie Leffler, RN, will transition to Clinical Coordina-

tor of the Red Team. Stacie Jones, RN, will continue as Blue Team Clinical Coordinator.

Kandas Thompson, LPN, will transition to the Clinical Lead of the Blue team. Leanne Brunson, LPN, will stay as Clinical Lead of the Red Team.

Carol Buck, RN, will be the Triage Clinical Team Lead, providing support to both teams.

Ashley Logan will continue as Behavioral Health Manager. Emma Southwick will be Blue Team Case Manager/eligibility, while Mandy Wilber will be with the Red Team.

Ashley Speert will be full time at our Indian Lake office doing Case Management as well as Chronic Care Therapy.

Abby Superchi will be Red Team Chronic Care Therapist.

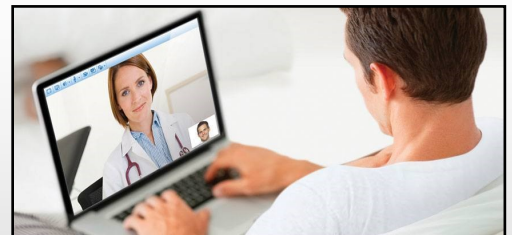
CHWP offers Telehealth visits using Doxy.me

While Community Health & Wellness Partners continues face-to-face appointments, we have expanded our services to offer telehealth visits for all medical and behavioral health providers.

CHWP recently switched its Televisit software to Doxy.me. Doxy.me does not require the use of an app and will work on any device connected to high speed Internet. With its simplicity, you can be up and running in a matter of minutes.

HOW IT WORKS:

- Call CHWP at 937-599-1411 option 2 to make an appointment with a CHWP provider. Make sure to specify that you would like a telehealth visit and verify that we have your correct cell phone number or email address.
- Patients will receive a voice call with the appropriate link for their telehealth appointment approximately 2 days prior to the appointment. Patients who have approved to receive text messages from CHWP, will also receive a message with the Doxy.me link.
- Once you are in the virtual waiting room a CHWP staff may connect with you to verify demographic information and the reason for



your visit prior to the provider joining appointment.

Most, if not all major insurance companies, including Medicare, have made provisions telehealth in the primary care setting. The cost to you should be no different than a visit in our office.

For the most part, Telehealth visits will require the use of high speed internet and a smartphone/tablet/computer that will enable you to have audio and video capabilities.

If you do not have this available, we can provide an iPad for use in the parking lot of our Bellefontaine or West Liberty locations.

For more assistance, call 937-599-1411 or visit <http://www.chwplc.org/telehealth/> or <http://www.doxy.me>.

Behavioral Health responds with Telehealth

In the wake of COVID-19, CHWP's Behavioral Health team quickly reacted to serve patients effectively using Telehealth services on March 17, 2020.

By implementing this service, it has allowed for patient care to continue without pause and has ensured the health of patients by allowing the visit to take place from the safety of their home. CHWP's mission has always been to meet patient's where they are, with the addition of telehealth services CHWP has done that seamlessly.

To attend an appointment via Telehealth, patients are sent a link to the virtual Behavioral Health waiting room where the Outreach Associate check's them in, nurse will talk to them

briefly if they are receiving psychiatric services and then the provider will meet with them for their regularly scheduled appointment. If the patient needs assistance from case management to get connected to community resources or other internal CHWP services, this can be done via the same process.

So far, telehealth has been going very well and patients have voiced that the process is very easy and helpful. CHWP Behavioral Health staff have seen a benefit from this service as well.

Throughout this pandemic, Behavioral Health Staff were able to see more patients than the previous month. Overall, from March 17 to April 21, 2020, CHWP Behavioral Health saw an increase in the amount of people to follow through with



CHWP's Behavioral Health team quickly reacted to the state's COVID-19 Stay-at-Home orders by offering phone and Telehealth visits. Our staff will continue to offer Telehealth as an option.

their appointments by 12 percent (compared to February 2020).

CHWP has taken one more step toward eliminating barriers

to patient care in rural Ohio, and CHWP Behavioral Health is excited to continue to make a difference in Logan and Champaign counties.

Self-care techniques in the midst of chaos

Throughout the COVID-19 pandemic, stress levels continue to rise as all Americans are living in a constant state of change and unknowns. This is additionally difficult for those in the health care and behavioral health fields who continue to work amongst the change as well as try to balance their home life responsibilities. For many, those home life responsibilities have continued to get bigger and bigger with each change we are presented as a result of COVID-19, which in turns causes our stress to multiply exponentially.

So, what can you do to take care of yourself so that you can care for your patients and your family?? So much is posted online and talked about in the media about "Self-care" but what does that mean for you? How do you make that happen amongst the constant push and pull of your new normal?

Below are some ideas on how you can take care of you. Some are short (5 minutes or less) ideas, while others take more time, but all are equally effective. It's important to remember, exactly as we tell our behavioral health patients, just because this intervention didn't work today doesn't mean it won't work tomorrow! So, try, and then try again before giving up.



Some places to start are as follows:

- Make a list of all the things that you know how to do that help you recover when you are under stress (i.e. coping skills you have used in the past). Once you have written that list, set your pencil down, and then pick it back up after a deep breath. Now, write down when you last used that coping skill. Chances are it's been awhile!
- Create a calendar of what you are doing with your self-care... plan it like you do your patient appointments!
- Turn your work notifications off on your phone when you are not working.
- Eliminate the extras! STOP SCROLLING!!! Social Media is often a key cause to most people's anxiety.
- Delegate and Outsource: Quit trying to do it all yourself! Share your chores with your spouse, or responsibilities with your coworkers.

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- Short and sweet options include something like 15-minute sessions of chair yoga, early morning yoga, 15 minute mindfulness sessions, YouTube exercise videos, Yaymaker.com, Pelaton app (free for 90 days), and Beachbody On Demand also has a free trial.
- Sleep is essential!
- Do a virtual lunch with coworkers via TEAMS. Remind yourself, you can also do virtual visiting with friends and family through apps like FaceTime, Snapchat, Facebook, etc..
- What can you do in 2 minutes??? Stretch, look out the window, tell a joke, give yourself a compliment, etc. These 2-minute breaks can be done ANY time of day!
- Get back to the basics of routines... take care of your hierarchy of needs:
 - * Take time to just breathe, look outside, remind yourself it is all going to be ok, even if it doesn't feel like it.
 - * Did you shower?
 - * Is your workspace clean? (helps ease anxiety).
 - * Make time to be with your thoughts.
- Socially, something we all need to remember to do is to think before you speak.
 - * Is what you are saying true, is it helpful, is it inspiring, is it necessary and is it kind?

**Bellefontaine:**

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Bellefontaine, OH 43311

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**West Liberty:**

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West Liberty, OH 43357



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Website: www.chwplc.org

Pharmacy Services Update

Jason Martinez, PharmD, BCACP



WHOLESOME Rx — Wholesome Rx has shifted to an online format at www.chwpcwellness.com where participants will be able to watch videos, download handouts and recipes, and take surveys to receive their vouchers. The program has cancelled its group classes due to restrictions on large gatherings. All participants have been contacted regarding this change. Enrollment for the program ended May 1.

TELEHEALTH—Jason Martinez, PharmD, BCACP; Alicia Stanford, RN; and Alysia Kauffman, MS, RDN; have all transitioned to offering services via Telehealth – phone call or video chat through doxy.me and patients have been receptive of this. We have the opportunity to follow up with patients in a convenient manner between their normally scheduled office visits with their PCP.

DIABETES EDUCATION — Our diabetes education program met the national reaccreditation requirements and we maintain our accreditation through 2022. Diabetes education is recommended by the American Diabetes Association for all patients with diabetes at least once per year, when first diagnosed, and if patients aren't meeting their treatment goals. If patients are interested in receiving updates on their diabetes care they should speak with their PCP about being referred. Benefits include more frequent contact between PCP visits and optimization of their treatment regimen.



WE'RE ALL IN THIS TOGETHER — With many of the non-clinical staff working from home during the state's COVID-19 Stay at Home order, our staff quickly responded with ways to support one another through photo collages, videos, instant messaging, email, morning prayers, and this colorful chalk design by the Behavioral Health staff.