

## **Agency Updates/Changes During COVID-19**

### Atrium Health—Behavioral Health Charlotte:

- BHC ED and BHC and BHD inpatient psych units are fully operational
- We are screening all teammates and patients for temp and signs/symptoms of COVID-19.
- Outpatient therapy and medication clinics are doing telephonic or virtual visits when patients are able to do so, but are also doing in person visits as needed.
- Both partial hospitalizations are operating normally.
- ACT Teams operating normally.

### Atrium Health—Community Resource Hub/Aunt Bertha:

- Please continue to utilize the Community Resource Hub to support your patients, as it has the most up to date social services and what is being offered relative to COVID-19.

### Atrium Health—Virtual Patient Navigation:

- Continuing to reach out to eligible patients in the ED via telephone and video. After that, follow up is telephonic.
- Clinicians maintain contact with other referral agencies to stay up to date w/their changing protocols.
- Many clinicians are agreeing to be re-deployed if needed in other areas of the behavioral health service lines.
  - Brushing up on CPI and other current guidelines for PPE use and participating in teammate screenings prior to providing direct care.
  - Thus far no redeployments have been assigned but we are getting ready for potential future need.
- Behavioral Health at Atrium has teammate CoViD19 update calls twice daily so all teammates can be informed of best practices for staff and patient protection. BH leadership is also meeting frequently to stay abreast of current information and is cascading this down to BH staff.
- For telepsych evaluations—psychiatrists and other psychiatric providers are moving patients swiftly through the EDs when possible. At CMC Main (Level I Trauma Center), patients can be moved to a designated floor while receiving an evaluation, observational care, or while waiting admission to another psychiatric unit to keep the ED flowing and ready for all CoViD19 patients, patients who need to be screened for the virus, and any trauma patients.

### Care Ring's Low-Cost Clinic & Physicians Reach Out Program:

[www.careringnc.com](http://www.careringnc.com)

What is their schedule?

- Care Ring's Low-cost clinic: Open during regular business hours M-F for telehealth visits; In-person appointments, including provider visits and lab visits, are scheduled on a case-by-case basis for Tuesday/Wednesday/Thursday.
- New clients interested in being seen should [visit our clinic web site](#) or call 704-375-0172 and press option 0, to speak a clinic representative about your situation.
- Walk-in visits are not available during this current COVID-19 crisis.
- Physicians Reach Out: PRO is prioritizing continuity for current PRO patients. For existing PRO clients with an upcoming annual renewal date, we are streamlining the renewal process. Patients will not be required to complete a full application. PRO continues to enroll patients with specialty needs referred from MedLink partners, with a simplified telephonic enrollment process. We also have capacity to enroll PRO patients with already-established, urgent specialty needs. For more information on PRO please visit: <https://www.careringnc.com/copy-of-physicians-reach-out>

Are they open to see patients in person?

Care Ring follows CDC and NC DHHS guidelines for in-person visits. Most visits are being conducted via telehealth, with in-person visits available when clinically appropriate. For more information please visit our clinic information page: <https://www.careringnc.com/low-cost-clinic>

Are they doing telehealth? What are their fees?

- Care Ring is offering telehealth consultations for existing and new clients.
- During this COVID-19 crisis, we ask clinic patients to make a contribution (\$60 for new patients; \$40 for existing patients on a return visit) and we ask participants in PRO to contribute \$40 when their annual registration occurs. However, recognizing the financial hardship our patients are enduring, patients unable to contribute for clinic visit or PRO participation will not be turned away and will be seen at no charge at this time.

Are they seeing new patients?

- Care Ring is accepting new patients, as clinically appropriate.

### McLeod Center (Substance Use Support):

- Symptoms checks—All patients are checked for symptom criteria on arrival, masks are given if any symptoms present. If active symptoms, curb-side dosing is provided. If test pending and self-isolation ordered, chain of custody followed to provide medication at patient's home
- Social Distancing—All stable patients are provided with take-home medications based on MD guidance. All patients are instructed to adhere to visual 6ft distancing indicators in the facilities. Alternative

staffing plans provide for minimal staffing in the clinic. Conversion of all appropriate services to telephonic, telehealth, or telemedicine services complete.

- PPE—We have mask for all employees while in the clinic, for 4 weeks (at current burn rate), supply availability will affect this ability. We have found a donation from a NASCAR firm for 60 face shields to provide for nurses dosing at curbside. Additionally, we installed plexiglass barriers at the medication counters, and received donations to cover portable plexiglass barriers for any face-to-face.
- Currently further analyzing, volume based on arrival times to further limit the volume in the clinics and anticipate appointment times within the next week.

#### Mecklenburg County Crisis Intervention Team (CIT):

- CIT (Crisis Intervention Team) has cancelled classes due to COVID-19. We are hoping to reschedule soon for our Law Enforcement Partners but as we work for Public Health, it is all hands on deck.
- Within our department, our role has changed to assisting the Public Health Nurses to provided linkage to services for those individuals and families where someone has tested positive.
  - This linkage includes referrals for food/food delivery, medical assistance, housing, and mental health needs for those testing positive and others in their homes.
- Referrals are coming to us ONLY through the nurses in Public Health as they notify patients of their test results.

#### COVID -19 Mobile Units:

##### **Atrium Health**

During these unprecedented times, Atrium Health is addressing and removing barriers that may exist for members of low-income and at-risk communities to easily access screening and testing for coronavirus disease 2019 (COVID-19).

This week, they will be launching our Atrium Health Mobile Unit in local low-income and at-risk neighborhoods.

- Community members will not need an appointment, and the screening and testing will be conducted on a walk-in basis.
- Atrium Health healthcare professionals will screen for COVID-19, and immediately conduct a test when the symptoms meet the testing criteria.
- Atrium Health will also asses other social determinants of health, including the ability to socially isolate and quarantine, and make connections to resources to address social needs.
- The specific location of future testing sites will be determined by emerging hot-spots identified by the latest data on COVID-19 positive cases in our community.

#### How You Can Help

- Please help us spread the word by sharing this important information with the communities you serve.

#### Locations and Dates of Upcoming Atrium Health Mobile Unit Visit

- The Atrium Health Mobile Unit will be offering screening and testing COVID-19 at the following times, dates and locations:

- 10 a.m. – 4 p.m., Tuesday, April 14, in the Atrium Health NorthPark Parking Lot (251 Eastway Drive, Charlotte, NC 28213).
- 10 a.m. – 4 p.m., Thursday, April 16, in the First Baptist Church - West Parking Lot (1801 Oaklawn Ave., Charlotte, NC 28216).
- Atrium Health will continue to keep you updated about future locations.

#### COVID-19 Testing Information

- Community members will not need an appointment, and the screening and testing will be conducted on a walk-in basis.
- Anyone who meets criteria and symptoms when screened will immediately be tested for COVID-19 by an Atrium Health healthcare professional.
- Anyone with the following symptoms, should come to be screened for testing:
  - Fever
  - Cough
  - Shortness of breath
  - Loss of smell and/or taste.
- Those with certain medical conditions could be at a higher risk for severe illness related to COVID-19, including those with:
  - Chronic lung disease or moderate to severe asthma
  - Serious heart conditions
  - Diabetes
  - Chronic kidney disease undergoing dialysis
  - Liver disease

#### Other Important Information

- Atrium Health does not share a patient's immigration status and we do not report if a patient is undocumented.
- Download this important and updated infographic sharing what you need to know about COVID-19, including symptoms and tips for staying healthy.

#### Novant Health

- In addition to our screening centers, we're delivering care where it is needed most with our mobile units and we are launching COVID-19 testing sites at the following locations on Wednesday 4/15:
  - East Charlotte Site: 5501 Executive Center Dr. Charlotte, NC 28212 (on the corner of Albermarle Rd).
  - West Charlotte Site: 2845 Beatties Ford Rd. Charlotte, NC 28216 (next to the Mecklenburg County Public Health Office)
  - These sites will be open starting Wednesday 4/15 from 8:00am – 5:00pm, Monday through Friday.
  - These mobile units will be providing COVID-19 screenings to assess people who are symptomatic. For those with more moderate to severe symptoms, testing will be available

should a provider determine it's necessary. As a reminder, not all people who have symptoms are being tested right now per CDC guidelines. If someone wants to call ahead to see if they should be further evaluated, that's recommended. They can call our 24/7 helpline for guidance as visiting a screening center unnecessarily will only further risk of exposure and put a strain on resources for those who need it most.

- We've also established respiratory assessment centers throughout our community to evaluate patients with moderate to severe symptoms:
  - The NH Michael Jordan Clinic (located at 3149 Freedom Dr., Charlotte, NC 28208) will open as a respiratory assessment center on Wednesday 4/15.
  - Respiratory assessment centers are active treatment locations for individuals who have received a referral, either from a testing site or from their physician.
  - Before going to this respiratory assessment center, people should visit one of the testing centers above or call our 24/7 coronavirus helpline at 1-877-9Novant.
- Learn more about our screening and respiratory assessment centers – as well as our virtual care options from the convenience of home – [sign up here to receive updates on where we are serving our communities](#).

### Monarch:

At Monarch, our priority is the health and well-being of the people who entrust us with their care – and we are prepared. A Monarch team of physicians, infection control, safety and risk management experts and other professionals continue to monitor this situation. Through an organized, systematic, data-informed approach, Monarch will strive to continue delivering care effectively at an individual level and to contribute positively to overall containment efforts at the societal level.

- The best way to reduce the spread of COVID-19 is by limiting exposure and visits. Please see below for details about Monarch closings and other updates:

### BEHAVIORAL HEALTH OFFICES

- Walk-in patients should call to schedule an appointment before visiting an outpatient office. Appointments can be made by calling (866) 272-7826.
- Monarch will see new patients at its outpatient offices by telephone appointment only. New patients may call (866) 272-7826 to schedule an appointment.
- Appointments for existing patients with non-injection appointments will continue as scheduled but will occur via telephone. Please expect a phone call from Monarch staff at your preferred phone number at the time of your appointment. Existing patients with an injection appointment should visit the outpatient office at the time of their scheduled appointment.

### GROUP HOMES

- Visitation is not currently permitted at Monarch group homes. Staff will work with residents to remain connected to family via telephone and video as much as possible.

## SECU YOUTH CRISIS CENTER

- Monarch's SECU Youth Crisis Center (YCC) in Charlotte, NC continues to accept referrals for youth who do not screen as a potential COVID-19 risk. In order to minimize the risk to the children and adolescents we are serving, visitation at the YCC is prohibited and we are employing telephone and virtual visits when possible.

## TO MAKE A REFERRAL

- Call: (704) 206-2342 or (844) 263-0050, press option 8 to speak with a nurse.
- Email: [secuyccreferrals@monarchnc.org](mailto:secuyccreferrals@monarchnc.org)
- Fax: (704) 900-6329
  - Please call ahead to (866) 272-7826 to check availability for all Monarch services or [monitor this site](#) for updates.

## NC Adult Geriatric Adult Mental Health Specialty Team:

- The Geriatric Adult Mental Health Specialty Team normally does in-person classes. We are close to being able to offer 2 classes online via zoom or Skype: Coping with Covid-19: Helping Those with Pre-existing Mental Health Concerns; and Helping Older Adults Cope with Covid-19 Stress. If any long term care facility, home health agency, senior center, senior housing program, law enforcement agency, Dept of Soc Services or other agency that serves older adults has an interest in one of these classes offered virtually, please contact Dawn Lillard, RN at 704-953-1553 or [dawn.lillard@mytahome.com](mailto:dawn.lillard@mytahome.com) There is no charge for either of these classes. They are one hour long.