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April 15, 2020

## COVID-19 Response Update

Dear Indian Health Board of Minneapolis (IHB) Community,

Our providers and staff are committed to the health care needs of our community. Despite the coronavirus pandemic and its implication and impact that it has on our clinic as well as our community, IHB continues to provide health care services that are vital to the on-going needs of the community we serve. We will continue to monitor and follow guidelines and protocols regarding COVID-19 recommended by both the Centers for Disease Control (CDC) and Minnesota Department of Health (MDH).

### We revisited our updates on April 10, below is what IHB is doing:

- Operating Monday through Friday, 8:45 am to 5:00 pm
- Canceling Tuesday evening extended clinic hours until further notice
- Continuing to triage and limit the number of patients entering our facilities. This helps decrease chances of exposure for both our staff as well as members of the community.
- Encouraging anyone entering our facility to wear a cloth mask to decrease the chance of transmitting the virus to staff and others. Ask a nurse about how to properly wear and disinfect a cloth face mask.
- Providing clinically indicated COVID-19 diagnostic testing to patients with symptoms. If you are feeling sick, call us to set up a web-based screening with one of our providers.
- Offering telehealth visits (video call/phone) as well as limited in person medical care for urgent matters. When you call for an appointment, you may be scheduled for a telehealth visit first to determine if you will need to come in.
- Dedicating clinic hours for OB services and pediatrics, some appointments may take place partially between video calling/phone visits or in person.
- Performing emergency dental care only and postponing preventative dental appointments. When you call, ask to speak with our dental staff to determine if you need to come to the clinic for urgent matters.
- Transitioning most **Counseling Center** services, formerly Counseling & Support Clinic to virtual visits that are HIPAA compliant ([hhs.gov/hipaa](https://www.hhs.gov/hipaa)) to ensure your privacy. Call us at 612-721-9845 to discuss telehealth options for a variety of mental and behavioral health concerns.
- Delivering innovative approaches to meet the health and wellness needs of the community we serve.

If you have any questions, please do not hesitate to reach out. We will navigate any new or changing health and wellness concerns that come up. Please continue to wash your hands frequently, stay at least 6ft apart from others, and try not to touch your face. **Your wellness is our greatest success!**

Sincerely,



Dr. Patrick Rock, CEO

Visit us at [indianhealthboard.com](http://indianhealthboard.com); stay tuned on social media for clinic updates.

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