



K'IMA:W MEDICAL CENTER

P.O. Box 1288, Hoopa, California 95546

Telephone (530) 625-4261

Admin. Fax (530) 625-4842 * Medical Fax (530) 625-4781

An Entity of the Hoopa Valley Tribe

November 6, 2020 Memo: Community Reminders for COVID-19 and Winter Operations

1. **Please call ahead to schedule COVID-19 testing when possible**
 - a. allows staff to prepare and plan specifically for the patient's needs
 - b. reduces length of each appointment
 - c. reduces wait times

2. **We are still scheduling as many appointments as possible, *virtually***
 - a. winter brings seasonal flu and respiratory illness, which have similar symptoms to COVID-19
 - b. many chronic illness and acute symptoms not associated with flu-like/respiratory symptoms can be addressed through scheduled virtual appointments with provider
 - i. a virtual appointment is when you *schedule* an appointment to talk with your provider on the phone as you would if in person at the clinic

3. **Please be patient with the front greeters when arriving to the parking lot**
 - a. all patients are required to answer a series of symptom/travel related questions
 - b. all patients are required to use hand sanitizer before entering the building
 - c. all patients are required to properly wear a mask when entering the building
 - d. all patients are required to have a temperature check
 - i. these requirements are for your safety and for the entire community
 - ii. the questions asked are to help staff determine the best rooming options for you, as an individual, if we are seeing you inside the clinic
 - e. please be forthcoming with answers to the screening questions as we are trying our best to keep the community safe and give individuals the best care possible
 - f. if a patient does not reveal symptoms/travel related to COVID-19 and the patient is roomed in the clinic, this puts others at risk and operations can take an abrupt halt to address safety concerns

Please be patient with the process and know we are doing our best with your best interest in mind. It is important to give greeters and providers all information requested. Your cooperation keeps you and others safe, while expediting services and improving outcomes.