



COVID-19

Guidelines for Appointments

Four County Mental Health Center, Inc. remains dedicated to providing accessible, innovative services in partnership with individuals, families and our communities. We will continue services to our patients but the method of delivering them has changed to help contain the spread of COVID-19. We are taking the following precautions even though there are no confirmed COVID-19 cases in our five county catchment area at this time:

- Beginning today 3/19/2020 - treatment groups suspended until April 6th.
- Beginning today 3/19/2020 - walk-in clinics suspended until April 9th.
- Beginning today 3/19/2020 - Family Caregiver Breakfasts and Lunches are suspended thru April 9th.
- Beginning Monday 3/23/2020 - patients will be seen from their homes via facetime, skype, etc. and there's a possibility for services to be delivered via telephone.

We encourage all patients to “attend” their scheduled sessions electronically.

Open Access calls or drop-ins will be triaged for crisis need and will be scheduled to be seen (or spoken with televideo/telephone) within 24 hours versus seen same day.

We will be screening patients for risk exposure and/or symptoms:

- 1) at the time they make the appointment.
- 2) the day before when appointment reminder calls are made.
- 3) upon arrival to our campuses (if they appear and want to enter the buildings). The screening will involve the standard COVID-19 questions along with the taking of temperatures with non-invasive thermometers to scan foreheads without actual physical contact.
- 4) only those that pass will be allowed to enter.

Based on the guidelines from the KDHE and the CDC, as of March 18, 2020, people should follow the 14-day home quarantine for those who have returned within the last 14 days from:

- International travel
- Cruise ship travel
- A state with over 100 confirmed cases (as of 3/17/2020 this includes California, Colorado, Florida, Georgia, Louisiana, Massachusetts, New York & Washington) **likely to change rapidly*

Four County staff will follow KDHE and the CDC guidelines listed above and have their temperatures to help ensure all who enter our buildings are as asymptomatic as we can determine.

Thank you for your understanding, thoughtful and calming approach to this rather significant unknown time period. We will continually evaluate this fluid situation as our mission remains to preserve our workforce and meet the emotional and behavioral health needs of our patient population.

**Individuals who are experiencing a mental health crisis can access the 24/7 emergency services line by calling 800-499-1748.