

An open letter to our community, patients, and staff;

Neighborhood HealthSource would like to update you on our ongoing efforts concerning the COVID-19 virus outbreak. Preserving safe patient access to diagnosis and treatment services is our principle concern at this time. We want to reassure you that the same safe, high-quality healthcare you have come to expect at our clinics remains available to you. This public health emergency has led to the following changes to our operations:

1. Due to the smaller number of support staff during evening hours, we have decided to close our evening clinic hours at our four clinic sites until further notice. We will review this decision after a couple of weeks has passed.
2. For patients with symptoms of fever and cough, we made drive-up testing for COVID-19 available at our Central Clinic site. Patients with such symptoms will be directed to this location for testing as long as testing supplies are available. At the point we exhaust our testing supplies, we will re-direct our symptomatic patients to other testing locations.
3. For the safety of our other patients and staff, we ask that **scheduled and walk-patients** with such symptoms DO NOT ENTER the interior of the clinic. Instead, please follow the directions in each vestibule of the clinic to contact our nurse triage center for further directions prior to entry. During this phone call, the nurse will direct you on measures you must take prior to entering the clinic.
4. In the interest of further preventing community spread of the virus, we will require the approximately 20 percent of our staff who do not provide direct patient care to work from home for the foreseeable future. This measure is consistent with CDC and MN Health Department guidelines. Special procedures are in place to ensure patient privacy related to this home-based work.
5. The CDC has made resources available concerning prevention, symptoms, diagnosis, and treatment of COVID-19 at the following link: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
6. Please remember to wash your hands frequently and thoroughly, cover coughs and sneezes, refrain from touching your face. If you develop symptoms (cough, fever, shortness of breath) it is important to call your healthcare provider immediately and follow their instructions.
7. We encourage asymptomatic patients (those without symptoms listed above) to continue coming to the clinic for necessary treatments and services. Maintaining health, especially now, is of critical importance, particularly for patients with underlying health conditions such as hypertension or diabetes. We will continue to safeguard your health at our clinics. Enhanced cleaning procedures are in place to minimize the potential spread of the virus.

Our clinic locations

Fremont Clinic: 3300 Fremont Avenue N. Minneapolis, MN 55412

Central Clinic: 2301 Central Avenue NE, Minneapolis, MN 55418

Sheridan Clinic: 342 13th Avenue NE, Minneapolis, MN 55413

North Metro Clinic: 10081 Dogwood St NW, Coon Rapids, MN 55448

If you still have questions after visiting our website and the CDC link above, please call us at 612-588-9411. Someone will assist you.

As always, our mission is to promote the health of our communities and provide affordable, accessible healthcare to all. Thank you for your patience, cooperation, and support during this difficult time.

Thank you,

Steven J. Knutson
Executive Director