



Date: 3/23/2020

From: Your Friends at Freeman Business Development

We want to make sure you have the most up to date information regarding Covid-19. Please know that we are working hard to get information out on many channels, please be watching the local news and the Freeman social media pages for updates. If you have any questions or concerns as it relates to your business or employees, please contact Freeman Business Development.

COVID-19 SCREENING and TESTING

We are working fast and furious, along with the entire community, to make sure that we are providing our communities with the best care possible, all the while keeping care givers and staff safe. Below are some of the measures we will have available to our community starting Monday, March 23rd:

PATIENT SCREENING CALL CENTER PHONE (417) 347-6444 Available Monday - Friday, 8:00 AM to 5:00 PM

- If anyone suspects they may have COVID-19 symptoms, please call the Patient Screening Call Center.
- Call Center staff will go through a verbal screening process with patient and gather appropriate patient data and contact information.
- Should the patient meet the screening criteria to have a COVID-19 test, they will be given an appointment time and provided instructions on how to obtain that testing from the COVID-19 Drive Thru Testing site.
- This site will be at the Thousand Oaks Building located at 1905 West 32nd Street – Joplin, MO.
- Should the patient not meet the verbal screening criteria for a COVID-19 testing, they will be provided with documentation that they did not meet the criteria for COVID-19 testing. Currently, the plan is to send that documentation electronically (e-mail) directly to the patient.
- Patients not meeting screening criteria for testing will be advised to contact their physician or healthcare provider should they desire to have continued healthcare services based on their condition(s).

COVID-19 Drive-Thru Testing Site Thousand Oaks Building located at 1905 West 32nd Street – Joplin MO

- The Drive-Thru Testing site is a joint operation between Freeman Health System, Mercy Hospital Joplin, Jasper County Health Department, City of Joplin - Police Department and Health Department, and QUEST Labs.

- Testing will be provided on Tuesday and Thursday from 2:00 PM to 6:00 PM by appointment only. This is subject to change as conditions warrant.
- Entry into the parking lot will be monitored and directed by the Joplin Police Department.
- The City of Joplin will have a listing of patients approved for testing and their arrival time.
- Any individuals arriving to the testing site without approval for testing will not be allowed to continue into the site. Exception will be made for patients seeking care with other healthcare providers in the Thousand Oaks building.
- Individuals without screening appointments will be directed to contact the Patient Screening Call Center to go through the screening process.
- Patients with screening appointments will be directed to a Drive Thru Testing area located on the South side of the Thousand Oaks building.
- The Drive Thru Testing staff will handle all patient registration and complete the appropriate diagnostic testing.
- Testing Patients will be provided with information on what to expect after their testing procedure has been completed.
- COVID-19 Tests will be conducted by Quest Labs.
- Results can be expected in 1 to 4 days.
- Results from Quest Labs will be provided back to the Joplin Health Department and to the appropriate Freeman or a Mercy ordering physician.
- Test results will be made available to a patient's Primary Care Provider if patient identifies their primary care provider information during the screening process.
- Patients will be advised to contact their primary care physician or healthcare provider should they desire to have continued healthcare services based on their condition(s).

Designated Visitor and Patient Freeman Facility Access

Designated visitor/patient entrances:

Freeman West – The main entrance door located by the water wall. All other entrances will be locked with the exception of the doors located in the Heart Institute. Those doors will be open to those patients and a visitor arriving to the Heart Institute for clinic visit or for heart related procedures. That entry will be open from 5:00 AM - 5:30 PM. After that time, all patients and visitors will be directed to the main entrance for screening. After 7:00 PM, visitors will need to enter through the ER entrance and will be screened at the ER Admissions Desk. The same visitor rules will apply.

Freeman East – Visitors and patients will enter through the main entrance located on the top level admissions areas for screening and then be directed to the area they need to visit.

Freeman Neosho – Patients and visitors will enter through the Emergency Department entrance and directed to the admissions area for screening.

Enhanced Visitor Guidelines for Inpatient Settings at Freeman East, West, and Neosho

- **One visitor per patient per day** – this means only one visitor may be in the hospital, including main entrance, at a time each day.

- Other family members or friends will not be allowed to enter the facility or to wait in the lobbies or common areas. This includes all areas of the facility – the lobbies, waiting areas, chapels, cafeteria, food court, or any other area within the hospital or clinics.
- Visiting hours limited to 7:00 AM – 7:00 PM
- No one under the age of 18 unless seeking medical care
- Exclusion: Birthing Center and Pediatrics – no limit on visiting hours
- Exclusion: If patient is having procedure, allowed designated driver only
- One entrance/exit for visitors at each of our locations (West, East, Neosho) with exception of the Heart Institute entrance, which will be open during business hours for those patients seeking treatment in the Heart Institute or procedural area.

All visitors will be screened each day for flu-like symptoms, such as fever, cough or shortness of breath. The verbal screening will consist of the following:

- Travel outside of this region (i.e., Barry, Barton, Cherokee, Crawford, Delaware, Jasper, Labette, Lawrence, McDonald, Newton, Ottawa, and Vernon counties) in the past 14 days OR from a “hot spot” as defined by the CDC
- Recent contact with anyone ill with flu-like symptoms
- Clinical symptoms in the past 24 hours (fever, cough, shortness of breath)

Medical Records

We encourage all patients seeking Medical Records from Freeman Health System to make their requests by fax or phone. Medical Records Request Forms are available online at www.freemanhealth.com/assets/documents/medical-records/medical-record-request-2019.pdf. Completed forms can be faxed to 417-347-6842. Patients without access to fax communication can call 417-347-6685. Medical Records staff should be able to handle the vast majority of all requests with these options. Should a patient need to visit the Freeman West Campus regarding their request for medical records, they will be advised by staff on where to enter the building and what they can expect regarding screening procedures to enter the building.

Frequently Asked Questions

What has Freeman done so far to prepare for testing and treatment of coronavirus patients?

- Implementation of Coronavirus Action Team that consist of physicians, related healthcare professionals, executive team, infectious disease staff, system quality staff, safety staff, communications, and financial service staff. This team meets daily to evaluate all known information received by the CDC, various government agencies, and other health experts. This team is responsible for establishing and directing the actions of the health system.
- Evaluating and expanding bed capacity to meet the expected needs that may arise from this pandemic event.
- Coordinating our efforts with suppliers and vendors to ensure that we have sufficient medical supplies needed to provide medical care.
- Coordinating efforts with other hospitals and with local health departments and government officials to establish proper protocols for evaluating and treating patients.
- Developed policy with guidance for all staff to reference.

Does Freeman provide instructions/information on steps patients should take on accessing health care if they suspect they have Coronavirus?

Yes, Freeman is worked with other health systems and other governmental agencies to establish a call center where individuals can call in with their questions and concerns regarding the Coronavirus. They will receive a verbal screening and based on the results of that screening, directed to the next appropriate mode of care.

Are Coronavirus test readily available at Freeman?

Currently test are readily available to Freeman via the Joplin Health Department. There is a protocol in place to ensure that patients with symptoms have access to testing. Patients cannot just request the test. They must meet screening criteria.

For more information...

If you would like to receive updates from the Freeman Business Development,
please send an e-mail to rrsmith@freemanhealth.com
Include all e-mail addresses to be included in updates.

If you have additional questions, concerns or request for assistance, please contact:
Wes Braman, FPHO Executive Director / VP Business Development

Freeman Health System Business Development Team

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For access to more information and updates, go to:
<https://www.freemanhealth.com/services/covid-19>

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