



Dear Valued Customers and Community Partners,

As we all work to ensure the health and safety of our communities during this unprecedented time, Compass Health Network has implemented an interim operational plan through April 12, 2020. This plan will be assessed daily as the nation's response to the coronavirus outbreak continues to evolve.

Our top priority is the safety of our customers, employees, and our communities as we continue to serve. We are following all recommendations by the Missouri Department of Health and Senior Services, the Center for Disease Control (CDC) and the World Health Organization (WHO). Please share this important information with those who may need our services:

Behavioral Health

- For new appointments call 844-853-8937.
- For behavioral health appointments scheduled at temporarily closed locations, all appointments will be kept and services will be provided by telephone. Customers with an existing appointment will be contacted by a Compass Health Network representative. (See closed locations listed below.)

Medical

- Primary Care will continue to deliver services to patients, while maintaining protective measures for both patients and staff. In the effort to preserve continuity of care and adhere to CDC protocols, Primary Care will utilize face to face scheduling, telemedicine, and designating locations as "sick" and "well" service locations. Call 844-853-8937 to schedule an appointment.

Dental

- Compass Health dental clinics are following the recommendation of the American Dental Association to remain open only for emergency dental procedures. Therefore, Compass Health dental services will be limited to emergency services only at the following locations: Wentzville, Union, Clinton (Gaines location). All other Compass Health dental offices will be temporarily closed as of Monday, March 23. Please feel free to contact us at 1-844-853-8937.

In this rapidly evolving environment, please visit our website for updates regarding our services at www.compasshealthnetwork.org or call 844-853-8937 with any questions.

More details about our behavioral health services are below.

Behavioral Health

- Community support, therapy and psychiatry services will be provided via telehealth or telephone. Customers are being contacted to alert them of this change in protocol.
- All in-person group behavioral health programming has been temporarily suspended.
- Short-term residential addiction treatment services have been temporarily suspended.
- All other residential programs will restrict visitors. Customers living in these facilities will be asked to stay on campus. To protect our customers from exposure due to staff shift changes, staff will be screened before entering the facility and will wear protective masks at all times.

- We have implemented an emergency access/disaster hotline in addition to our 24-hour crisis hotline. The new hotline hours are M – F, 7 am – 7 pm.
 - Compass Health Access/Disaster Hotline: 1-888-237-4567
 - Behavioral Health Crisis Hotline: 1-800-833-3915
- The following eight satellite clinics will be temporarily closed for behavioral health services, however services will continue for customers of these clinics via telemedicine. Those in need of behavioral health services should call 844-853-8937 to be redirected to a nearby location. **PLEASE NOTE: Customers will be contacted by a Compass Health Network representative with instructions on how to complete the appointment at the scheduled time via telemedicine.**
 - Butler – customers redirected to Nevada (320 N. Mac Blvd.) or Harrisonville (300 Galaxie Ave)
 - Cuba – customers redirected to Sullivan (101 Progress Dr) or Rolla (1450 E. 10th St)
 - Eldorado Springs clinic – customers redirected to Nevada (320 N. Mac Blvd.)
 - Fulton – customers redirected to Columbia (1000 W. Nifong, Bldg. 6, Ste. 220B) or the Metro Office in Jefferson City (227 Metro Dr)
 - Jefferson City Stadium Office – customers redirected to the Metro Office in Jefferson City (227 Metro Dr)
 - Linn Creek – Closed for outpatient services. Customers redirected to Camdenton (741 N. Business Route 5)
 - McCambridge in Columbia – Closed for outpatient services. Customers redirected to another office in Columbia, either Woodrail (1000 W. Nifong, Bldg. 6, Ste. 220B) or Berrywood (3501 Berrywood Dr)
 - Odessa – customers redirected to Higginsville (1810 Spruce St)
 - Osage Beach – customers redirected to Camdenton (741 N. Business Route 5)
 - Salem – customers redirected to Rolla (1450 E. 10th St)
 - Sedalia – customers redirected to Warrensburg (616 Burkarth Rd)
- All facilities not listed here remain open AND customers seeking services will be asked to follow a safety protocol when entering the building to ensure appropriate social distancing practices.

Royal Oaks Hospital

- Our admission and screening processes are revised to reduce exposure to COVID-19 and people presenting with a fever, sore throat, coughing or other respiratory symptoms will be redirected to psychiatric units located in a medical/surgical hospital.
- We have implemented procedures for staff to identify and isolate current patients at risk of the virus.
- In an effort to contain any exposure risk, we have asked families not to visit patients at Royal Oaks Hospital and have increased access to telephone and video communication for patients and families.

For updated information, please follow us on Facebook and Instagram for additional information.



Facebook.com/CompassHealthNetwork



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Mission: Inspire Hope. Promote Wellness.