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COMPASS HEALTH NETWORK IS OPEN AND READY TO SERVE

Compass Health Network serves more than 70,000 Missourians with 2,700 employees in our locations throughout the state. As the COVID-19 pandemic has spread, we have taken quick and substantial action to change the way that we deliver services to our clients. We have completed this transition and are now serving most of our patients through virtual visits. At Compass, we are already a national leader in the delivery of telehealth services, and this crisis has brought that method of care delivery front and center. Using technologies like Microsoft Teams, Zoom and FaceTime, as well as telephone, we are maintaining critical connections with consumers at this time. Our staff have been working at all hours to ensure that patient's appointments are kept, and that all basic needs – food, hygiene supplies, medicine – are met.

For the safety of our clients and our staff, we have taken some actions regarding specific buildings. We have temporarily closed our short-term residential addiction programs and have worked with those clients and their caregivers to ensure a smooth transition so that we can continue delivery of those services virtually. We have also temporarily closed our dental clinics except for our locations in Clinton, Union, and Wentzville, MO, which remain open for dental emergencies. Our longer-term residential facilities for individuals with mental illness remain open and under special protocols regarding personal protective equipment.

Compass has not laid off any employees due to the COVID-19 pandemic. We have asked some employees to take leave if their job is such that they are less than full-time during this crisis. We are trying to keep everyone employed throughout this period, and have offered the allowance of negative leave balances, a technical process that allows staff whose locations have been temporarily closed to use a certain amount of paid leave hours that they will earn in the future.

Our primary care clinics remain open, with most services being delivered virtually. Patients can still come into our clinics after getting cleared by one of our medical staff. Our Clinton and St. Peter's primary care clinics have been designated as the locations at which we will see and treat any patients experiencing the symptoms of COVID-19. At this point, we have the appropriate personal protective equipment and protocol for both clients and staff at all of our locations.

We have also created a new crisis hotline, staffed by qualified mental health professionals, to help those in urgent need of care. That number is 888-237-4567. We have signs posted in all of our clinics and on our website and social media sites directing all clients to our centralized number: 844-853-8937. ALL questions and needs for assistance can be handled by the staff on this line.

We are here. Call us! **Our mission – Inspire Hope. Promote Wellness – continues.**