



Hayden Lake FAMILY PHYSICIANS

8181 Cornerstone Dr. • Hayden Lake, ID 83835 • Telephone (208) 772-0785

Dear Patients

As symptoms and concerns of COVID19 increase throughout the community, we want to ensure our workflows evolve to meet our patient needs while continuing to provide the exceptional healthcare you know and trust. Our protocols will continue to adjust as we gain new information on the Coronavirus to provide the safest care possible to our patients.

Please DO NOT ARRIVE at the clinic. Due to the COVID19 concern we are implementing Telehealth services and Virtual Checkin to continue care to our patients. Telehealth visits will be completed by audio and video with one of our providers. Virtual Checkin visits will be done by a brief telephone call with one of our providers. At this time these visits will be covered by Medicare. We believe private payers will implement the covering of these services retroactively in the near future.

If you have COVID19 questions, there is a public hotline available with the Panhandle Health District 1-877-415-5225. They are available Monday to Friday 8:00 a.m. – 5:00 p.m.

If you have fever and signs and/or symptoms of lower respiratory illness, cough or shortness of breath or sore throat directions as follows:

- If your symptoms are MILD we advise you to STAY HOME and treat with supportive care.
- If your symptoms are UNSTABLE such as difficulty breathing, altered mental status, unable to eat or drink, GO to the Kootenai Health Emergency Department. DO NOT get out of your Vehicle. CALL the Emergency Department from your vehicle when you arrive at 208-277-8414. Emergency Department fees will apply.
- If your symptoms are STABLE but you require testing for work release, have an immune compromised person in your home, or other compelling reason contact our office at 208-772-0785 for referral to the testing site at 2207 Ironwood. DO NOT arrive at this site without a referral from our office. Contact us BY PHONE at 208-772-0785.
- If it is after our office hours GO to one of the Urgent Care Clinics. Upon arrival DO NOT exit your VEHICLE. Contact the urgent care clinic by phone and inform them you are in the parking lot.

We will be available over the coming weeks to continue your care with Telehealth. Non-essential visits (example: wellness and elected procedures) will be postponed until the threat of the COVID19 virus has improved.

Please contact us for support and questions at 208-772-0785. We are committed to continuing the care that you have entrusted to us. We appreciate your patience and understanding of the new protocols that have been activated during this time.

Sincerely

Hayden Lake Family Physicians