



of South Central Wisconsin

**#GHC  
STRONG**



## TOGETHER WE ARE #GHCSTRONG

**Update: June 10, 2020**

Dear GHC-SCW Members,

Monday, June 15, 2020 is the official *start* of GHC-SCW's Bounce Back for several clinical services, with some in-person visits being phased back gradually over the coming weeks. GHC-SCW staff will be maintaining important safety precautions to keep our members and our staff safe.

We encourage you to review these **important changes** below. Please continue to check our [GHC-SCW website](#) for the most up to date information. As always, we appreciate your kindness and patience during this time.

### **Important updates from GHC-SCW**

If you are experiencing COVID-19 symptoms, please contact your Primary Care Clinic to talk to a nurse or utilize one of our virtual care options listed below. If you are experiencing symptoms after hours and would like to speak to a GHC-SCW nurse, please call our 24/7 GHC NurseConnect line: 608-661-7350 or toll free 855-661-7350.

If you are experiencing severe symptoms please call 911.

We kindly ask that patients with COVID-19 symptoms within the previous 7 days or with close household exposure to someone who has confirmed COVID-19 in the previous 14 days to please reschedule all non-urgent appointments. This includes specialty care and non-urgent primary care.

#### **CAPITOL CLINIC:**

Our GHC-SCW Capitol Clinic and Urgent Care will be closed June 12-14 for a deep cleaning. Capitol Clinic will be resuming back to standard clinic operations and Urgent Care services on Monday, June 15.

Our Capitol Clinic Urgent Care services will be temporarily available at our Hatchery Hill Clinic June 12 through June 14 while Capitol Clinic is closed.

After June 15, our Hatchery Hill Clinic will no longer have Urgent Care services and our Capitol Clinic Urgent Care will resume to normal operations.

#### **OPERATING HOURS:**

- June 12: All GHC-SCW clinics, *including our Pharmacies and Urgent Care*, will close at 5 PM. [NurseConnect](#) is still available after normal business hours.
- June 13: Hatchery Hill Temporary Urgent Care will begin at 10 AM

- June 15: All clinic sites, except *Capitol-Regent Mental Health*, will return to what their normal operating hours were before COVID-19. If you have questions about clinic hours, please visit our [GHC-SCW website](#).

### **CLOSED CLINIC SITES TO REOPEN:**

Our Complementary Medicine Central and DeForest Clinic locations will reopen for services on June 15. At this time, GHC-SCW Mental Health is continuing to offer care to members virtually through video visits or telephone-only consultations. Regular in-person office visits are not available to members at Capitol-Regent Mental Health at this time. Only patients with an appointment will be allowed to enter the DeForest Clinic. Please call ahead to schedule an appointment.

### **VACCINATIONS AND WELL CHILD VISITS**

GHC-SCW urges parents to keep pediatric check-ups and routinely vaccinate their children. The American Academy of Pediatrics (AAP) launched a campaign called [#CallYourPediatrician](#) that aims to help parents understand the importance of vaccinating in a world where vaccination rates have drastically dropped due to the COVID-19 pandemic. GHC-SCW has taken great steps to make sure our clinics are safe place to visit for you and your children. Please contact your provider or primary care clinic to schedule an appointment.

### **CHILD PHYSICALS AND SPORTS CARDS**

The WIAA board [has approved](#) a one time, one year extension for sports cards. This means that only students new to high school sports in 2020-21 will need a card. All other students who had a pre-participation physical within the past 2 years will simply need to fill out an extension card.

### **VISHING ALERT**

*In voice phishing, the phisher makes phone calls to the user and asks the user to dial a number. The purpose is to get personal information of such as a bank account or sell fake services through the phone. Vishing is mostly done with a fake caller ID.*

As the novel coronavirus (COVID-19) pandemic continues to impact the United States, phone scammers have seized the opportunity to prey on consumers. It's been brought to our attention that a GHC-SCW member has recently received a phone call or voice message from a spoofed number impersonating our Nurse Connect Line. In this situation, the caller posed as a nurse from GHC-SCW and requested a return call to a 1-800 number. When the GHC-SCW member called the 1-800 number, they realized it was a phishing scam because they were asked to provide their personal information in exchange for promotional deals.

At this time, GHC-SCW does not provide promotional deals via phone call. Please be aware that our Nurse Connect Line is available for you 24/7 to help you get the care you need, when and where you need it. You may call us at (608) 661-7350 or toll-free at (855) 661-7350, but we will NOT call you from these numbers without you first making contact with us.

If you have any questions or concerns about the legitimacy of a phone call from GHC-SCW, please feel free to hang up and call GHC-SCW Member Services at (608) 828-4853 or toll-free at (800) 605-4327.

For more information about COVID-19 Consumer Warnings and Safety Tips from the FCC (Federal Communications Commission), please visit: <https://www.fcc.gov/covid-scams>

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## **WHAT TO EXPECT WHEN VISITING A GHC-SCW CLINIC**

Please know that we are taking great steps to protect patients in our clinics and that providing safe care for all of our patients has always been our top priority. Patient safety and care has driven many GHC-SCW operational changes in the last several months. As we move toward returning to standard operations, we want GHC-SCW members to be aware of the changes they will see as they return to our clinics. Some of the measures implemented to ensure patient safety include:

### **CLINIC SYMPTOM SCREENING:**

GHC-SCW staff will screen all members during appointment scheduling and members will be additionally screened during their appointment time at a GHC-SCW clinic.

### **REQUIRED FACE-COVERINGS:**

**GHC-SCW requires all staff, patients and support people to wear face-coverings at all times, including walking into a clinic from the parking lot and during the entire visit to a GHC-SCW clinic.** Please know that we have limited personal protective equipment (PPE), therefore we ask that you bring your own face-covering or mask, if possible. As supplies last, we may be able to provide a cloth or paper face covering to patients who arrive without their own face coverings. If a patient arrives at one of our clinics without their own face covering, we may ask them to wait outside **until they can be brought directly to the room of their appointment and/or reschedule their non-essential appointment(s).**

*\*Face coverings should not be placed on children aged 2 and under, anyone with trouble breathing, or who is otherwise unable to remove their face covering without assistance.*

### **PATIENT GLOVES NOT RECOMMENDED**

We kindly ask that members do not wear gloves into our GHC-SCW clinics. Members will be asked to remove their gloves before proceeding to their scheduled appointment. This handout from [Association for Professionals in Infection Control \(APIC\)](#) explains the risks associated with glove use in public places. [Read more.](#)

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### **VIRTUAL CARE OPTIONS INCLUDE:**

Many GHC-SCW departments like Mental Health, Clinical Health Education, PT/OT, and Primary Care are offering virtual visits for certain conditions. Please contact your clinic to learn more about virtual visit options with our GHC-SCW clinics.

**GHC Care OnDemand** is our new 24/7 Online Clinic. Appointments are not needed for medical visits and the service is free\* for most GHC-SCW members. Appointments are available to be scheduled for virtual therapy or psychiatry visits through GHC Care OnDemand. Visit [ghccareondemand.com](http://ghccareondemand.com) to start a virtual visit. *\*Members with Badgercare, Medicare or HSA-Eligible plans have restrictions or limitations.*

**Virtuwell** is another virtual visit option. Visit [virtuwell](#). Describe your symptoms in a simple online questionnaire. A board-certified nurse practitioner will create a treatment plan, with prescriptions if necessary, and notify you within 30 minutes by email or text. As a GHC-SCW member, you receive three free visits to virtuwell per member per plan year! Every visit after that is just \$49. *\*Members with Medicare or HSA-Eligible plans have restrictions or limitations.*

Please feel free to utilize [GHC MyChart](#) messaging to contact your care team for non-urgent needs.

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