

# A MESSAGE FROM OUR MEDICAL DIRECTOR

Dear dedicated Volunteers, Staff, and Board,

This is both an update and an expression of deep gratitude to all of you. The disruption of the COVID-19 pandemic affects us all and leaves anyone vulnerable, but impacts our patient population in particular because their health depends on the medical safety net CVIM provides.

It is our aim to keep the CVIM clinic functioning as long as we can safely do so. Our overarching aim is to keep the most pressing medical needs of our vulnerable patients met, while minimizing visits to the emergency room and risk to our dedicated volunteers and staff.

We are postponing the routine appointments that were previously scheduled, and we are triaging patients based on whether they need a phone consultation with a provider. We are increasingly shifting to telehealth and have instituted a variety of procedures to maximize everyone's safety. To that end, we are minimizing the number of people in our clinic at any given time, and for those few patients who need to be seen in person we have implemented extra time and additional measures to safely see them. These measures include waiting for the appointment in their car instead of in the waiting room, minimal in-person interactions while at the clinic, the use of hand sanitizer and personal protective equipment as appropriate, and the admission of only one patient at a time.

We implemented strict measures early, so that we can adhere to them as a routine while the epidemic ramps up in our region. With the implemented protocols and initiatives within the clinic (including the 6 ft distance rule) CVIM is probably a safer place than most people's family surroundings or a trip to the gas station or grocery store. Nevertheless, for the foreseeable future we all need to remain committed to efforts to minimize the impact of this current health threat.

Your dedication has become all the more evident and appreciated as we continue to adjust to the unfolding of events in Oregon. In our County, the epidemic is still in an early phase. There is much that we each can do to "flatten the curve" of contagion and mitigate severe consequences, if we all do our best to keep ourselves and each other safe. Following CDC and state guidelines, we recommend that all of our volunteers stay home and, when outside, practice physical distancing. Your health is a top priority, and our measures are implemented to keep our volunteers, staff, and patients as safe as possible.

We will continue to keep you informed, as we work with local and state health care organizations and adapt to the evolving recommendations. We closely monitor how the situation and recommendations unfold at a local, state, national and international level. Circumstances change rapidly during this epidemic, and we will provide safe patient care to the best of our ability, for as long as possible.

You are most important to CVIM and your involvement is genuinely appreciated. Even if you signed up to help, please be assured that if we do not call on you it is only because we must limit the number of people at the clinic at any given time. We sincerely look forward to having you back with CVIM in your volunteer capacity as soon as the situation is safe, once we can begin to expand towards our usual scope of care.

Thank you for your patience and cooperation, and for all you do for CVIM and our Clackamas County community.

Stay healthy and well,



Iris Schrijver, MD

