

# A letter to our community

In the midst of ongoing issues and anxiety related to COVID-19 (coronavirus), please know that CHI St. Alexius Health Dickinson is well prepared to provide safe, high-quality, and compassionate care to the communities we serve. While monitoring this evolving global health crisis on a daily basis and consulting with the Center for Disease Control and Prevention (CDC), North Dakota Department and of Health (NDDOH), and Southwest District Health Unit (SDHU), our team conducts regular meetings to develop and monitor emergency preparedness plans, and ensures timely and effective communication with state and local agencies.

As a leader in regional health, we care for patients with infectious disease and viruses on a regular basis; and have the experience and facility to meet your needs. Rest assured, we have the necessary protective equipment, patient care supplies, trained care team members, and specially isolated and dedicated beds designed to serve patients who may need COVID-19 care. CHI St. Alexius Health Dickinson offers the following services to assist patients during this time:

## DESIGNATED COVID-19 SCREENING CLINIC & INPATIENT CARE

**PLEASE NOTE:** The symptoms of COVID-19 are similar to other respiratory illnesses like the flu. Coronavirus symptoms include fever, cough and shortness of breath. **If you have these symptoms or recently traveled to a CDC designated high risk country, please call ahead before visiting your provider or emergency room and we will discuss next steps and possible testing for COVID-19.**

### COVID-19 Screening Clinic:

- Patients with COVID-like symptoms are asked to call our 24/7 COVID-19 Hotline at **701-456-4993**.
- Patients may be advised to come to our COVID Screening Clinic to be assessed for testing during clinic hours: Monday – Friday from 8 am to 4:30 pm. After-hours screening and testing arrangements can be made using our 24/7 Hotline.
- Our COVID-19 clinic has a separate entrance from regular clinic visits and is dedicated to screening patients who may need COVID-19 testing. **You can even stay in your car – our staff will come to you. Please remember to call first.**

### Inpatient Care for COVID-19 Positive Patients:

- Patients requiring hospitalization will receive hospitalist-guided inpatient care in our dedicated Medical/Surgical or ICU patient rooms, which are isolated and separate from non-COVID patient hallways.
- All recommended isolation precautions will be taken with COVID-positive patients.

## HOSPITAL & CLINIC VISITS

### Virtual Clinic Appointments:

- Patients can now schedule virtual appointments with their local CHI St. Alexius Health clinic provider.
- Please call 701-456-4200 for information and scheduling, or go to [CHISTALEXIUHEALTH.ORG](https://www.chistalexiushealth.org).

### On-site Appointments & Services:

- **On-site visits with your CHI providers and other hospital medical care and diagnostic services are still available by appointment.**
- Call 701-456-4000 for diagnostic services scheduling such as Radiology or Laboratory Services.
- Call 701-456-4200 for scheduling with CHI clinic providers.

We are currently exercising an abundance of safety measures for the well-being of your family, friends, and care team members. Those measures include visitor restrictions and screening stations at all entrances. We regret the inconvenience and greatly appreciate your understanding and assistance. *If you are experiencing special circumstances, such as visiting a critically ill or injured family member, our care team will compassionately assist you on a case-by-case basis.*

CHI St. Alexius Health Dickinson is here to provide safe, high quality, and compassionate care and service to all individuals in the communities we serve. We care about you and your health and consider it a privilege to provide your care. Remember, working together we can reduce the spread of coronavirus through social distancing, avoiding the touching of one's eyes, nose and mouth, and frequent hand washing with soap and water. For more information on best practices go to [cdc.gov](https://www.cdc.gov).

Thank you from all of us at CHI St. Alexius Health Dickinson.

Sincerely,

William Ermann, President  
CHI St. Alexius Health Dickinson