



COVID-19 Pandemic

El Rio Health's priority is the health and safety of its patients, community partners and employees. During this time of global pandemic, El Rio has taken numerous steps in order to protect all. The COVID-19 is an emerging, rapidly evolving situations and our Incident Command Team meets regularly to review guidance and implement necessary change in order to protect the community. Below is a summary of some actions El Rio has taken as a result of the current healthcare crisis:

For Patients:

- Currently, we encourage our patients to avoid visiting our health centers, in person, if at all possible. We offer virtual visits for those medical and behavioral health patients who qualify. In addition, El Rio teams are providing pharmacy home delivery to avoid any unnecessary travel.
- El Rio has suspended all regular dental services during this time. Only emergency services are provided, at limited locations.
- For those patients who do need to be seen inside of our health centers, El Rio has instituted health screenings and hand wash stations outside of its health centers.

For Employees:

- El Rio follows all CDC guidelines for personal protective equipment (PPE) while inside and outside of our health centers. For more information, please visit www.cdc.gov.
- For those employees who are able to work remotely, El Rio has offered them a work-at-home option.
- El Rio has suspended all unnecessary business travel.
- All employees receive a health screening upon arrival at their place of work.
- Employees follow rigorous hand hygiene protocol and social distancing, as recommended by the CDC and WHO.

For Community Partners:

- El Rio is involved in many outreach activities with community partners. These include, but are not limited to, health screenings, vaccinations and virus testing. As such, El Rio employees follow all CDC guidelines for PPE and hand hygiene while participating in any outreach activity.

These actions only begin to highlight the steps El Rio has taken in order to protect the community and care for the many patients who call El Rio their health home. El Rio is a trusted partner of Pima County Health Department and a key player in their County Emergency Preparedness Plan. Updates continue to be made as additional information is received.

For additional information and answers to frequently asked questions, please visit our COVID-19 page on our website – www.elrio.org/covid19/.