



**SPRING 2020**

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**HEALTH CENTER OPERATIONAL INFORMATION**

**Patient Hours: Monday - Friday, 9 AM - 3 PM (closed 12pm - 1pm)**

Effective: April 6, 2020

**IN-VEHICLE SCREENING**

**URGENT** All patients & visitors will be screened in their vehicles BEFORE being allowed to enter. There is a screening area which all vehicles will need to pass first and then be directed to the appropriate area. **Please do not exit your vehicle or enter the building until you are screened outside.** All persons, including those for pharmacy pickups, will be screened based on CDC protocols.

**LIMITATIONS ON PEOPLE ENTERING FACILITY**

**URGENT** Only one patient or a minor patient and one parent/legal guardian will be allowed into the Health Center for appointments or walk-in visits.

**MEDICAL**

- All medical appointments are now scheduled as **TELEHEALTH VISITS (using online video or telephone)**
- On-site appointments are limited based on the type of medical issue/care, as well as by medical provider direction
- We are still seeing current Scheduled Patients and the Walk-Ins Clinic is still open
- Lab Hours: 9 AM - 12 PM (noon)

**PHARMACY**

-  **RX Delivery (medications delivered to your residence) - Call 423-3634 to schedule (some restrictions apply)**
- Curbside Pickup - Call when you arrive at facility (*must go through vehicle screening process*)
- Please call at least one day in advance for refills (two preferred)

**DENTAL**

- Emergency Services Only
- Cleaning/hygienist services on hold

**OPTICAL**

- Current Scheduled Patients
- Open Monday, Tuesday, & Thursday only

**BEHAVIORAL HEALTH**

- Current Scheduled Patients
- Crisis Services Available
- Telehealth (video/phone) services available

**PRC & BENEFITS OFFICES**

- Open on Tuesdays & Thursdays for referrals, benefits assistance, and sign-ups.

**CHR PROGRAM**

- Home Visits, Medication Deliveries
- Local Transports Only (out-of-area only for critical care appointments)

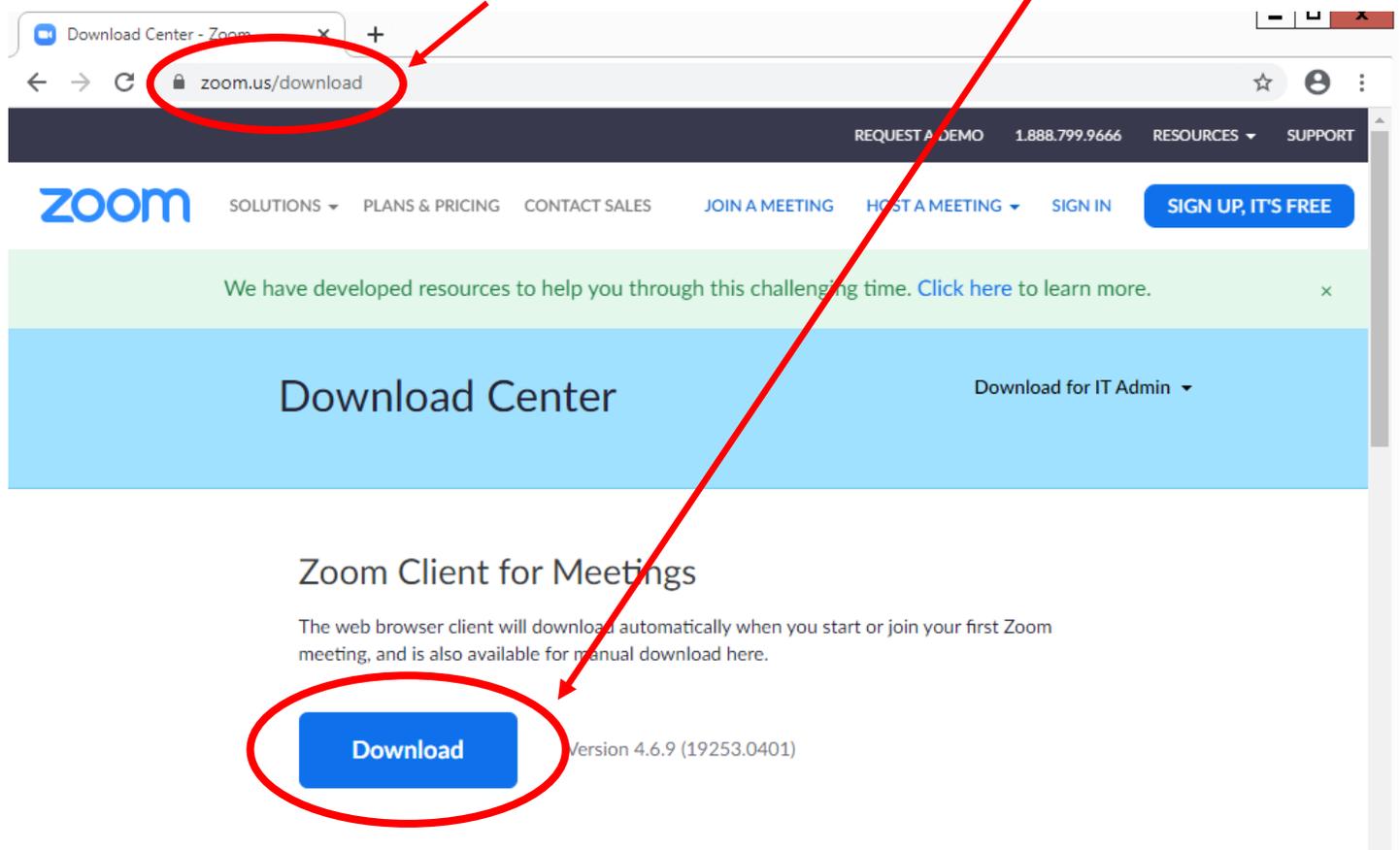
# TELEHEALTH STEP-BY-STEP SET-UP

## DOWNLOADING ZOOM FOR TELEHEALTH

To download ZOOM for telehealth, you must have a device such as a laptop, phone or computer that has camera capabilities and must be connected to the internet.

**STEP 1)** Using your web browser please go to <https://zoom.us/download>

**STEP 2)** Click the blue download button



Once Zoom has downloaded on to your computer, open the ZOOM program.

**CLICK** Join a Meeting

- It will ask you for a **Meeting ID**, this ID number and USER number will be provided to you from your provider prior to the appointment. You will be receiving it via a phone call from the Fallon Tribal Health Center. Please make sure that your phone number is updated in our system upon registration.

**ENTER** the Meeting ID

**CLICK** the blue **JOIN** button

**ENTER** the USER ID number

**CLICK** join with video

**CLICK** join with computer audio

You will be face to face with your provider. Please make sure that the volume on your computer is not on mute

## DR. CHAI'S CORNER: COVID-19 (Coronavirus)

Greetings everyone! Thank you for welcoming me as the physician for the Fallon Paiute Shoshone Tribe. I am writing to provide a doctor's perspective on the COVID-19 situation, as well as some practical recommendations.

When we talk about pandemics, medical professionals tend to describe infectious diseases with terrifying symptoms. Think of the bubonic plague, with people vomiting blood and their limbs turning gangrenous, or think of Ebola with blood coming out of all orifices (eyes, nose, mouth, rectum) along with internal bleeding. These severe effects manifest in the majority of infected people, making it evident whom to identify for treatment and isolation.

COVID-19 (aka novel CORONA VIRUS DISEASE OF 2019) is different in that a majority of patients will have milder symptoms, particularly those 19 years old or younger. These symptoms can be mistaken for the more common upper respiratory illnesses, for allergies, or for mild exacerbations of chronic conditions like asthma or COPD. This means that it is very easy to spread COVID-19 from person to person if we are not absolutely careful with nasal, oral, or respiratory droplets or discharge, hand-washing, and taking your medications.

It is also extremely important to maintain social distance from people with whom you do not live in order to decrease risk of infection spread. Doing simple

errands like going to the store, hiking together with other people, having "small get-togethers" are all examples of increasing the risk of spread of COVID-19. Instead, I encourage people to use video conferencing and telephone calls to socialize with people outside your home, and to also put in place stricter hand-washing and showering protocols. Furthermore, if you have traveled out of state, stay at home in quarantine for 14 days to make sure you do not have symptoms and are not potentially spreading COVID-19.

For instance, I change out of my work clothes and into my street clothes (kept in a separate bag) before I get into my car to drive home, then I immediately take a shower when I get home, and finally I wash all the clothes plus the bag after my shower. My wife and daughter and I wash our hands any time we return from being outside, and also avoid touching any surface (especially plastic and metal) that can allow viruses to live up to hours or days, depending on the conditions.

Of course, as a doctor I am at a higher risk for being exposed to COVID-19 than the general public, as I continue to see patients at the Fallon Tribal Health Clinic. This is why I am exercising a higher but appropriate level of precautions. On that note, the FTCH has implemented many changes recently to decrease risk of spread but to maintain our ability to address the healthcare needs of



this tribe. Some key examples are our triage tent where we pre-screen patients, a drive-through medication pickup, and screening our employees before they enter the clinic.

Furthermore, we are also working on making telemedicine appointments available (via Zoom) to those that have medical needs that should be addressed sooner rather than later, and we will physically see patients on a case-by-case basis. However, as we posted up on Facebook, please please please stay home as much as possible, avoid physically socializing with others, cover your coughs and sneezes, and wash wash wash those hands! (happy birthday song TWICE or THRICE)

To hammer the point home in a different way, the rates of ICU hospitalization and also of death in COVID-19 infected patients (aka case-fatality rate) generally rise with the age of a person, with a mild rise in those 55-64 years old, a moderate rise in those 65-74 years old, and a dramatic rise in those 75 years old and older<sup>1</sup>. Additionally, consider that there are severe effects of COVID-19, such as pneumonia that causes respiratory failure, heart attacks or other cardiac injuries, increase in clotting (diffuse intravascular coagulation) that often causes organ failure particularly in the kidneys.

*(Continued on page 4)*

## COVID-19 INTERIM SCREENING PROCEDURES

We have implemented an interim screening process during this global COVID-19 pandemic. To ensure the safety of all patients and employees, all patients and/or visitors will go through a screening process prior to entering the Health Center.

The screening process will occur as soon as you pull into the FTCH parking lot and will occur in your vehicle. **PLEASE DO NOT EXIT VEHICLE UNTIL SCREENED.**

Once passed through the screening process, the patient is allowed into the FTCH to proceed in the typical process to their appointment. Also we have designated a separate waiting area for elders and other who may be at high-risk for exposure.

If you are doing curbside prescription pick-up, you will still go through the screening process, however, you will be instructed to park in a designated area for pick-up.

If the screening indicates a patient

has COVID-19 symptoms, staff will direct them to return to their vehicle and drive to the ambulance bay (north side of building). Any other appointment that they originally came in for would be rescheduled and the FTCH will focus on COVID-19 review/treatment.

At the ambulance bay, the patient will wait for a staff member to escort them into the facility into a treatment room for further medical care. If the medical provider clears the individuals then they will exit the facility as normal including picking up of any medications.

If the medical provider feels that the patient may have COVID-19, they would order appropriate testing and treatment – the patient would wait in the treatment room for their medication and would leave through the ambulance bay (if condition is considered serious, the patient will be referred to appropriate emergency care provider).

## DR. CHAI'S CORNER: COVID-19

*(Continued from page 3)*

In closing, COVID-19 does cause a much lower death rate (roughly 2% here in the USA<sup>2</sup> compared to ~10% in treated plague patients up to 50-60% in untreated plague patients). However, that death rate can and will rise if we do not practice social distancing, washing our hands, and watching what you touch, as well as abide by Governor Sisolak's orders to stay at home as much as possible. Therefore, think twice about what you are doing, and talk about your plans with others before you go and do activities and events, including

Easter, Mother's Day, and Father's Day.

Lastly, I will be starting a weekly Question and Answer session. Stay tuned for more information, as we will post details on the FPST webpage as well as on FTCH's Facebook. You will have an opportunity to send questions in ahead of time, and I will do my best to address questions sent in during the events.

Stay home, and stay healthy!

<sup>1</sup> See statistics from: [https://www.cdc.gov/mmwr/volumes/69/wr/mm6912e2.htm?s\\_cid=mm6912e2\\_w](https://www.cdc.gov/mmwr/volumes/69/wr/mm6912e2.htm?s_cid=mm6912e2_w)

<sup>2</sup> Based on calculations from: <https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html>



### CHR OPERATIONS DURING COVID-19

During this time of the COVID-19 pandemic, the CHR Program is still providing transportation services to the Health Center or other health care facilities within the Churchill County area only (out-of-area is limited to critical care). The CHR Program is also providing prescription delivery of medications from our pharmacy to your home (Churchill County area) so you can stay home. Lovelock & Yomba patients should contact their CHR's are handling these areas.

The CHR Program will also be providing monitoring services for the elder and high risk population to ensure screening procedures are being conducted during this time of lockdown.

If you would like to schedule local transport, pharmacy delivery or a home visit to check vitals, please contact the CHR Program at 775-423-3634. We thank you for your understanding at this critical time.



**PURCHASED/  
REFERRED CARE  
(PRC) OFFICE**

During this time of the COVID-19 pandemic, the Contract Health Coordinator for Purchased/Referred Care and the Benefits Coordinator will be available on Tuesday's and Thursday's.

The Contract Health Coordinator will process all urgent requests as priority.

You can leave us an email if you have a PRC or Benefits questions or contact us through email through:

- **Juanita George, PRC Coordinator** - [chs@fpst.org](mailto:chs@fpst.org)
- **Denise Harrison, Benefits Coordinator** - [benefits2@fpst.org](mailto:benefits2@fpst.org)

If you would like to schedule local transport, pharmacy delivery or a home visit to check vitals, please contact the CHR Program at 775-423-3634.

**PATIENT REGISTRATION ISSUES**

The Fallon Tribal Health Center has implemented a pre-patient registration process to ensure proper precautions are taken during the pandemic and notify you of any required documents needed for your visit.

Prior to your appointment, scheduling will contact you to confirm your appointment and if confirmed, transfer you patient registration to verify relevant information is up to date, including but not limited to, contact details which include emergency/next-of-kin information, current mailing and physical address, mobile telephone numbers and even email addresses where possible.

If updated documents are needed for your appointment, they will be sent to you via email through

DocuSign. This HIPAA compliant application allows for you to digitally sign any updates to documents needed by FTHC. If you do not have access to email, you will need to bring the updated documents during your appointment time and drop them off at the front desk.

We appreciate your patience during this process. The FTHC is prepared for and actively managing the challenges of the coronavirus pandemic. Our primary focus is, and always will be, on the health, safety and welfare of the communities we serve. You can help by diligently washing your hands, practice social distancing and complying with prevention recommendations and orders from state and federal health authorities.

**HIGH TOUCH SURFACE CLEANING & DISINFECTING IN YOUR HOME**

It is important to think about the high touch surfaces right now while we are spending more time at home. High touch surfaces around the house need to be cleaned/disinfected daily.

First, clean these surfaces of dust and debris with a wet soapy hand towel. Then spray the surfaces with a disinfectant. And finally let the disinfectant spray dry on its own, this allows the disinfectant some time to kill the germs.

**Some common high touch surfaces**

- Doors and door knobs
- Table surfaces
- Chairs (arm rests and back)
- Kitchen counters
- Bathroom counters
- Faucets and Faucet knobs
- Toilets (seat and handle)

- Light switches
- TV remotes & game controllers
- Desks, Computers, Printers
- Mirrors

This list is just a few of the possible high touch surfaces in your house, but it will be a good start to the cleaning process and minimize the germs in your home.

**COVID-19** (the disease caused by the novel coronavirus)  
*What you can do*

## EXERCISING AT HOME

While we all have to stay at home to help reduce the risk of coronavirus, don't let yourself get lazy. It's easy to get cozy on the sofa with a bag of popcorn and a few good movies. While this is very relaxing, you really should be moving, not sitting.

Getting exercise is very important to stay healthy. It only takes a few days of not moving to start losing muscle. With a bit of creativity, you can find new ways to get plenty of physical activity while you are staying at home.

Adults need 150 minutes of moderate-intensity or 75 minutes of vigorous-intensity activity each week. Moderate activities make you breathe as hard as you would during a brisk walk. Vigorous activities use your large muscle groups and make your heart beat faster, make you breathe faster and deeper, and make you sweat.

Even lower amounts of exercise are good for your health and are safe for most people. Besides helping to prevent some health problems, getting some physical activity can be helpful for your sleep, mood, and energy.

### If you're working or taking online classes from home:

- Stand up or walk around while you read and answer emails and other messages on your laptop or phone.
- During conference calls, stand up and pace, or stay seated and do leg

lifts, knee lifts, and toe curls. Keep a weight under your desk for bicep curls. Do standing push-ups against a wall.

- Take a short walk during lunch, or in place of a coffee break.
- Set an alarm on your computer or phone to remind you to take an activity break. For example, take a one- or two-minute standing or walking break every hour.

### Other ideas to get moving:

- Take a walk outside if it's a nice day or walk inside around the house if it isn't. Walk fast enough to speed up your heart rate and break a sweat.
- Walk up and down your stairs. Take every other step to give your legs a good workout.
- Turn on the radio and dance in the house, alone or with your partner.
- If you don't have stairs or much open space, you can do jumping jacks, or walk or jog in place. Try to keep moving for at least 10 minutes.
- Use hand weights or grab an object like a soup can if you're just starting to exercise, or a jug of water if you're stronger. Bend at your elbows to curl your hand to shoulder level. Repeat 10 to 12 times, or until you can't do it anymore.
- Do squats when cleaning out closets or playing with your children. Be sure to bend with your knees and keep your back straight.
- If you're on social media or can search the internet, check for live-streaming exercise sessions or activity challenges that you can participate in.

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## Toi Ticutta Wellness Center

Due to COVID-19 also known as the Coronavirus the Wellness Center has been temporarily closed. We know exercise has a big part in a lot of people's daily lives and we will still be available to help as needed by calling Joey or Jessica at the Fallon Tribal Health Clinic (423-3634).

We apologize for any inconvenience. We do not have an exact date for our reopening at this time. Please feel free to contact us at the Fallon Tribal Health Clinic at 775-423-3634 with any questions that you have.

Also Joey Fanjul, our certified Personal Trainer, has started to post workout videos on Facebook so you can get your exercise at home. The videos will be posted on our Fallon Tribal Health Center Facebook page every Tuesday and Thursday.



**IMPORTANT INFO FOR DIABETICS**

People with diabetes who are infected with the coronavirus are more likely to develop severe coronavirus disease (COVID-19) and complications.

◇ They should be especially diligent to reduce risk of exposure, including hand washing, practicing social distancing, and staying home as much as possible.

Managing diabetes can be more challenging during this time.

◇ **Blood sugars:** activity restriction, changes in eating patterns, and illness can all affect blood sugars. Patients should monitor more closely and call their health care team if having problems.

◇ **Medications:** patients should ensure they have sufficient medications and call their health care team if they need refills.

To reduce the risk of coronavirus exposure, avoid going to the health center unless necessary. Patients who develop mild symptoms should monitor their blood sugars, stay well hydrated, and call their health care team with concerns. For severe symptoms, seek medical care right away.

**2020 CENSUS - DON'T FORGET THIS**

The 2020 Census is underway and the most important thing you can do is respond online, by phone, or by mail when you receive your invitation. Responding now will minimize the need for the Census Bureau to send census takers out into our communities to follow up. We have partnered with the Census Bureau to help the communities we serve by having laptops available for the tribal communities to complete their Census.

As of Monday, March 30, the national response rate for Nevada was 34.5%. Overall, Nevada tribes have a response rate of just over 13% (see breakdown for local Tribes):

- Fallon Paiute-Shoshone Tribe, 28.3%
- Yerington Paiute Tribe, 24.2%
- Reno-Sparks Indian Colony, 16.2%
- Lovelock Paiute Tribe, 12.5%
- Walker River Paiute Tribe, 4.9%
- Pyramid Lake Paiute Tribe, 4.4%
- Yomba Shoshone Tribe, 0.0%

**REMINDER: CENSUS IDs NOT NEEDED FOR ONLINE/PHONE RESPONSE**

Just a friendly reminder to communicate to your communities that you do not need to wait for the Census invitation to do the Census. The Census ID included with the invitation is not required. The 2020 Census will NEVER we ask for Social Security numbers, financial information i.e. bank accounts, credit cards, or cash donations.

\*Any patient wanting to complete their Census while here for an appointment, please let the Front Desk Receptionist know and we will further assist you. If you do not have an appointment and would like guidance with completing your 2020 Census please call and we will work out a time to best serve you.

**We are still here and we count!**

**EXERCISING AT HOME**

*(Continued from page 6)*

**Make TV time active time:**

- Stand up and fold laundry while you watch.
- Do a few simple exercises like jumping jacks or walking in place, or by doing stretches in front of the screen.
- Make a new rule: No sitting during commercials.

**Make household chores count:**

- Mop or vacuum fast enough to get your heart pumping. A 150–pound person can burn about 150 calories

an hour this way.

- Have young children or pets at home? Playing with them can burn more than 200 calories per hour.
- Yard work and gardening are also ways to burn calories and strengthen your arm, leg, and back muscles. Pushing a lawn mower, raking leaves, shoveling, and other outdoor chores can be an effective workout.
- Use stay-at-home time for projects you may have been putting off. Cleaning out the garage or attic is another way to be productive and active at the same time.

## STRESS & COPING AT THIS CRITICAL TIME

From the FTHC Behavioral Health Program with information from the Center for Disease Control (CDC)

***We're Still Here  
Serving Our Community!***

If you wish to speak with a Counselor after reading this, contact Brenda Hooper, Behavioral Health Assistant at 423-3634, ext. 1040

### Stress and Coping

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.

### Everyone Reacts Differently to Stressful Situations

How you respond to the outbreak can depend on your background, the things that make you different from other people, and the community you live in. People who may respond more strongly to the stress of a crisis include:

- Older people and people with chronic diseases who are at higher risk for COVID-19
- Children and teens
- People who are helping with the response to COVID-19, like doctors and other health care providers, or first responders

People who have mental health conditions including problems with substance use

### Stress during an infectious disease outbreak can include

- Fear and worry about your own health & health of your loved ones
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Increased use of alcohol, tobacco, or other drugs

### People with preexisting mental health conditions should continue with their treatment and be aware of new or worsening symptoms.

Taking care of yourself, your friends, and your family can help you cope with stress. Helping others cope with their stress can also make your community stronger.

### Things you can do to support yourself

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body. Take deep breaths, stretch, or meditation. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, & avoid alcohol/drugs.
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling. You can connect with others through the telephone, text messages, Facebook and other ways to reach out.

### Call your healthcare provider if stress gets in the way of your daily activities for several days in a row.

*(Continued on page 9)*

## Benefits Office Information

We care about your health and safety and are available to assist you in obtaining services you may need. With many of the state and federal agency closed to the public we are focusing on alternative ways in which to help you/ your family complete applications for medical coverage. If you need help applying please contact Denise Harrison in the Benefits Department on Tuesdays and Thursdays.

We have been notified that the Division of Welfare & Supportive Services (DWSS) offices are currently closed to the public, however; many services are being provided online ([dwss.nv.gov](http://dwss.nv.gov)) and over the phone at **423-3161**.

Note. According to DWSS if your SNAP (food stamp) and/or Medicaid case was scheduled to close on April 1, 2020 or May 1, 2020, you do not need to reapply at this time. Your SNAP and/or Medicaid case has been extended for at least two months.

**For more information please call the Benefits Office at 423-3634.**

**\*\* When ready to apply for an alternative resource, if you have received a letter from your employer that describes reduction in hours please bring that with you.**

## STRESS & COPING AT THIS CRITICAL TIME

*(Continued from page 8)*

Reduce stress in yourself and others. Sharing the facts about COVID-19 and understanding the actual risk to yourself and people you care about can make an outbreak less stressful. When you share accurate information about COVID-19 you can help make people feel less stressed and allow you to connect with them. Learn more about taking care of your emotional health.

### FOR PARENTS

Children and teens react, in part, on what they see from the adults around them. When parents and caregivers deal with the COVID-19 calmly and confidently, they can provide the best support for their children. Parents can be more reassuring to others around them, especially children, if they are better prepared.

**Not all children/teens respond to stress in the same way. Some common changes to watch for are:**

- Excessive crying or irritation in younger children
- Returning to behaviors they have outgrown (for example, toileting accidents or bedwetting)
- Excessive worry or sadness
- Unhealthy eating or sleeping habits
- Irritability and “acting out” behaviors in teens
- Poor school performance or avoiding school
- Difficulty with attention and concentration
- Avoidance of activities enjoyed in the past
- Unexplained headaches/body pain
- Use of alcohol, tobacco, or other drugs

**There are many things you can do to support your child**

- Take time to talk with your child or

teen about the COVID-19 outbreak. Answer questions and share facts about COVID-19 in a way that your child or teen can understand.

- Reassure your child or teen that they are safe. Let them know it is ok if they feel upset. Share with them how you deal with your own stress so that they can learn how to cope from you.
- Limit your family’s exposure to news coverage of the event, including social media. Children may misinterpret what they hear

and can be frightened about something they do not understand.

- Try to keep up with regular routines. If schools are closed, create a schedule for learning activities & relaxing/fun activities.
- Be a role model. Take breaks, get plenty of sleep, exercise, eat well & don’t use alcohol & other drugs to cope with this pandemic. Connect with your family and friends.

**Another resource is the Nevada Crisis Support Services at (800) 273-8255 or online at [www.cssnv.org](http://www.cssnv.org)**



## No matter where we live, our community counts.

Shape our future. Start here.

### 2020 Census

Every 10 years, the federal government counts everyone who lives in the United States.

### Why is the 2020 Census important to us?

A complete and accurate count of American Indians and Alaska Natives throughout the United States contributes to better planning and decision-making for Indian Country, and it helps determine how billions of dollars in federal funding is distributed to communities and tribes for programs and grants. Your participation in the census builds on our communities’ progress and helps shape our future for generations to come.

### How will we be counted?

Beginning in early 2020, every household will receive a notice in the mail to complete the 2020 Census online, by phone, or by mail.

### Will our information be kept confidential?

Yes. Your responses to the 2020 Census are confidential and protected by law. Personal information is never shared with any government agencies or law enforcement.

For more information, visit:

**2020CENSUS.GOV**

D-OP-AI-EN-318

**Shape  
our future  
START HERE >**



UPCOMING CLOSURES	DATE
Easter Monday - all FTHC and FPST Offices Closed	Monday, April 13, 2020
Memorial Day - all FTHC and FPST Offices Closed	Monday, May 25, 2020

**FTHC NEWSLETTER GOING TO DIGITAL/ONLINE FORMAT.** We have transitioned our quarterly newsletter to a digital format which will be available on our Facebook page (look for “Fallon Tribal Health Center”) and on the Fallon Tribe’s website ([www.fpst.org](http://www.fpst.org)) with copies available at the Health Center as well. *If you would like to receive a printed copy of our newsletter, please contact Shelby Harrison at (775) 423-3634 or email at [clinicfrontdesk3@fpst.org](mailto:clinicfrontdesk3@fpst.org).*

