

As IHN-CCO continues to monitor the outbreak of the coronavirus (COVID-19), our goal is to keep you informed on how to access care and stop the spread of COVID-19.

- **Whenever possible, stay at home and practice social distancing.** This is the most effective way to help stop the spread of COVID-19.

### **For Current Appointments:**

- **Unless it is an emergency, you should not go to your primary care doctor or the dentist.** Your health care providers may notify you about canceling or postponing any non-urgent appointments. To protect you and the health care workers, the Oregon Health Authority and the Governor's office are asking people to avoid going to providers' offices, urgent care facilities or hospital emergency rooms.
- **For behavioral health and substance use treatment services,** please contact your provider directly about how to get your needed supports.
- **You still have access to our provider network.** None of your benefits have changed, and we are still here to ensure your physical, dental and behavioral health care needs are met.

### **Alternatives to In-person Appointments:**

- **You may be able to set up a telephone or online video call with your provider.** Many primary care providers and behavioral health providers are using these methods to reach out to their patients. Behavioral health appointments and many physical health needs can be addressed this way. Call your provider for more information.

### **Pharmacy Updates:**

- **Extra medication:** If you need extra medication, you can still get it. If you get your prescription refilled, you can extend your prescription to 90 days' worth of medication. You can also fill your prescription early. Please call your pharmacy if you need to refill early or fill for 90 days at a time.