Southern Seven Health Department Coronavirus (COVID-19) Update: March 18, 2020

Please know that the safety of our patients, staff, and their families is our first priority and at the heart of every decision we make. We are closely following the guidance of the Centers for Disease Control (CDC) and the Illinois Department of Public Health (IDPH) and for now, it’s necessary for us to change the way we live and work.

With that said, here is how we plan to continue providing quality care for our patients while also removing some unnecessary risks.

• If you are sick or not feeling well, if you have been in contact with anyone exhibiting fever/respiratory/flu-like symptoms, or if you simply feel uncomfortable coming to your appointment please contact your local clinic to reschedule (Alexander Co. (618) 734-4167, Hardin Co. (618) 285-6215, Johnson Co. (618) 658-5011, Massac Co. (618) 524-2657, Pope Co. (618) 306-6132, Pulaski Co. (618) 634-9405, Union Co. (618) 833-8561). We will be exceedingly accommodating in the days and weeks ahead.

• As opposed to waiting in the reception area, patients are encouraged to contact their local clinic as they arrive. (Alexander Co. (618) 734-4167, Hardin Co. (618) 285-6215, Johnson Co. (618) 658-5011, Massac Co. (618) 524-2657, Pope Co. (618) 306-6132, Pulaski Co. (618) 634-9405, Union Co. (618) 833-8561). If your nurse is ready we will welcome you right in. If your nurse is not immediately ready then we ask that you relax in your vehicle and we will get you in shortly. We pride ourselves on running an efficient office and don’t expect patients to experience long wait times. This is just a simple way to reduce congestion and organize patient flow.

• We will remove all toys and non-essential features from our waiting areas and offices to prevent contamination.

• For families with young patients, we ask that only one guardian accompany them into our office. Please try to avoid bringing friends, siblings, or other family members to your appointment.

We will update our policy as the situation evolves. It is possible that, at some point, state or national government will mandate that all businesses close. For now, these commonsense additional precautions are a way for us to continue being there for our patients while also respecting guidelines for coronavirus mitigation.

We will continue to provide you with up to date information in regards to the COVID-19 response and guidance.

It’s moments like these that make us grateful for our Southern Seven family of patients. We want you to know how much we truly appreciate you. Stay safe and healthy.

Warm Regards,

Rhonda Andrews-Ray, Executive Director
Southern Seven Health Department