

# HealthTalk

**JUNE 2020** 

TRINITYHEALTH.ORG

**KEEPING OUR NEIGHBORS INFORMED** 

Trinity Health is committed to sharing the latest information about the Coronavirus. We continue working to keep our staff, patients, families, and community safe. For visitor restrictions and more information on how we are preparing, please visit trinityhealth.org/coronavirus.

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# New Clinic Space Enhances Safe Access to Care

Trinity Health has converted available space in southeast Minot into a clinic to specifically treat respiratory symptoms. With the additional clinic space, patients with other illnesses and injuries who need care right away can once again be seen at Trinity Health's FirstCare clinic.

Patients who need to be tested for COVID-19 or seen right away are encouraged to call Trinity Health at 701-857-7817. Medical staff will ask screening questions over the phone. Patients with non-respiratory symptoms are seen at Trinity Health's FirstCare clinic at Health Center – Medical Arts, and patients with respiratory symptoms are seen in the newly created clinic space at Trinity Health East Ridge. Testing is scheduled at a separate drive-through testing site.

"Trinity Health has planned environments of care for all patients," said Randy Schwan, Vice President. "We carefully screen for symptoms and refer patients for appropriate onsite or virtual (telehealth) treatment. Whether a patient needs testing for COVID-19, a clinic visit, or a video visit, we have the designated staff and setting for safe care. Please don't hesitate to call 701-857-7817 and we will get you the services you need."



# CancerCare Pharmacy Meets New Safety Standards

Trinity Health staff who have any involvement in handling hazardous pharmaceuticals can feel even more protected these days.

Trinity Health is proud to be among a small but growing number of health systems to achieve compliance with new U.S. Pharmacopeia (USP) guidelines. The guidelines regulate the handling of hazardous drugs such as chemotherapy agents.

Carolyn Bodell, R.Ph., pharmacy oncology specialist, says the new standards, known as USP 800 guidelines, strengthen previous USP protocols governing the handling of hazardous drugs. What's new is that health systems now must consider the safety of everyone up and down the supply chain.

"The USP 800 standards are designed to protect anyone who has contact with hazardous medications, from material handlers and environmental employees, to pharmacy staff, nurses, providers, patients, and even visitors to our facilities," Bodell said.

A hazardous drug is any drug that can cause physical changes to the human body. According to Bodell, they come in three main groups or categories:

**Group 1:** Antineoplastic drugs a.k.a. cancer chemotherapy drugs

**Group 2:** Non-antineoplastic drugs that meet one or more of the National Institute for Occupational Safety and Health criteria for a hazardous drug

**Group 3:** Drugs that primarily pose a reproductive risk to men and women who are actively trying to conceive or pose a risk to women who are pregnant or breastfeeding

Trinity's CancerCare Pharmacy, located in Health Center – Town & Country, has a staff of six pharmacists and three technicians who compound (mix), process, and deliver hazardous drugs and other medicines for cancer patients, all the while ensuring the "five rights" of medication administration are correct: the right patient, the right drug, the right dose, the right route, and the right time.

Their workspace befits a science fiction movie, with environmentally controlled

"clean" rooms maintained under negative pressure so no particles escape, hooded work areas for compounding, buffer rooms, and clinicians decked out in protective gear. Yet these strict standards have now been made even more robust under the new guidelines. During a three-month period or so, the pharmacy was upgraded with additional safeguards.

"We added a negative pressure receiving area," Bodell said. "Now, all drug supplies are delivered to the negative pressure room, where we unpack and clean every item before it's brought into the pharmacy."

The remodel also tightened up ventilation standards in the compounding room. The standards involve specific engineering requirements designed to help contain hazardous drug "shedding" and protect workers. For example, air exchange systems must be externally vented with a minimum number of air changes per hour.

But not all changes have occurred inside the pharmacy. Many address the supply chain that Bodell referenced, with protocols for wearing personal protective equipment when administering hazardous drugs, including gowns, head and shoe coverings, and double gloving; wearing special garb when cleaning contact areas; and the use of protective medical equipment to prevent unintentional drips during drug administration.

Hazardous drugs pose risks from the moment they are shipped to the point of disposal, which is why using best practices is important.

"It's exciting to have more space and follow the guidelines; we're all Type A so if there are standards to be met, we want to meet them," Bodell said. "More importantly, staff doesn't have to worry. One of the steps we've taken is to institute medical surveillance by establishing a baseline medical history for each employee and reviewing it every three years. Many of our employees are pregnancy age. It's good that they can feel safe."



All visitation is suspended with very few exceptions. Visitors to the main hospital campus, Trinity Hospital, 1 Burdick Expressway W, are encouraged to use the south entrance.

All entrances to Trinity Hospital – St. Joseph's, 407 3rd Street SE, are locked except for the main (west) entrance.

Visitors who fall within an exception category will be required to undergo a screening upon entering either hospital. Anyone showing signs of respiratory infection will not be allowed to enter. Visitors under the age of 18 will not be permitted.

Exception categories include visits to the following hospital departments:

- Pediatric Unit limit one parent or legal guardian
- Family Birth Center limit one support person
- Newborn Intensive Care Unit (NICU) limit two parents who must remain in the room for duration of the visit.
- End-of-life no more than three visitors at a time who must remain in the room for duration of the visit.
- Patients undergoing surgery or procedures one support person before and immediately after procedure.
- Patients requiring a home caregiver to be trained must remain in the room for duration of the visit.

#### **Trinity Homes**

Visitation is restricted to residents receiving end-of-life care. Immediate family members only. No other visitors will be allowed. No visitors under the age of 18 will be permitted, and no pets will be permitted.

All visitors must wear a mask at all times, perform frequent hand hygiene, and restrict visitation to their family member's room. Social distancing should be practiced, including keeping a distance of at least six feet apart, no hugging, hand shaking, or contact with residents.

#### Clinics

Trinity Health is restricting entry to all of its patient care facilities, including outlying clinics.

Access to clinic buildings in Minot and at Trinity's rural health clinics will be limited to a single-entry point. Patients and those accompanying them will be screened as they enter for respiratory illness and travel.

The majority of visitors accompanying patients will be restricted from entry with a few exceptions, including a caregiver providing wheelchair transport, a power-of-attorney representative, and a parent accompanying a minor child.

The following clinics implemented these guidelines: Health Center - Medical Arts, Health Center - East, Health Center - West, Health Center - Town & Country, Health Center – Riverside, Health Center – Plaza 16, Trinity Health South Ridge, Trinity Health East Ridge, and the dialysis clinic at Trinity Hospital – St. Joseph's, all in Minot; the Trinity Community Clinics in Williston, Velva, Mohall, Kenmare, Garrison, and New Town; and the dialysis clinic in Belcourt.

#### **Release of Information**

Early in April, Release of Information discontinued walk-in service at its Trinity Hospital—St. Joseph's office until further notice. Please do not send any patients there to pick up medical records. Release of Information staff will continue to be available by phone or e-mail to assist in obtaining medical records. People may call the office at 701-857-5390 or e-mail at Trinity.ROI@trinityhealth.org during regular business hours: 8:00 a.m. to 5:00 p.m., Monday through Friday.

#### **Business Services**

Trinity Health Business Services has discontinued walk-in service at its Town & Country Center office.

Business Services staff will continue to be available by phone to assist customers and accept payments. Persons may call the office at 701-857-5105 during regular business hours – 8:00 a.m. to 5:00 p.m., Monday through Friday. People with matters that cannot be handled by phone may be scheduled for an appointment with a financial counselor. Patients will be screened for respiratory symptoms upon arrival. Appointments will be rescheduled if the patient or representative is symptomatic.



#### Stay home, see your provider. At the same time.

Your health concerns don't wait; why should you? Trinity Health offers safe, convenient ways for you to see your provider using your tablet, mobile phone, or laptop.

Don't have a provider? Call our physician referral service at 701-857-DR4U

Ask your provider about scheduling a video visit. trinityhealth.org/telehealth



# **New Director of Clinic Nursing**

Christi Keller, RN, MSN, has been promoted to Director of Clinic Nursing.

A nurse for 25 years, Christi has worked in Idaho, Nevada, and in North Dakota. She served as Nurse Manager for several of Trinity Health's clinics, including its rural community clinics, for six years. Prior to that, she worked in other areas at



Christi Keller, RN, MSN

Trinity Health, including ICU, Clinical Informatics, Infection Control, and the Trauma program.

"Christi brings her expertise in clinic nursing, as well as her positive attitude and passion for taking care of patient needs, to our organization," said Lana Brandt, who served as director prior to her retirement.

Christi is a Minot native and is married with two children.





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# **Hearing with Masks**

While face masks can help protect a person – and help protect others - from Coronavirus, they do present a problem for those who are living with hearing loss. Sixty million Americans have some degree of hearing loss, ranging from mild trouble to severe loss or deafness in one or both ears.

Visual cues, such as reading lips, helps those with hearing loss understand speech; wearing a mask can put a stop to this, as well as muffling a person's speech, thus rendering someone with hearing loss unable to understand a person who is speaking. (Standing six feet apart can also add to these difficulties.)

Tricia Nechodom, AuD, PASC, an audiologist with Trinity Health, has been following this issue. "It is a concern, and it makes sense," she said.

One of the best things that can be done to assist is to reduce background noise, Nechodom said. In the Audiology clinic, located at Health Center – West, they "always close the door to ensure patient safety and privacy, but we are also closing off noise from the rest of the clinic."

Another way to assist is to maintain eye contact. "There is a lot of information in our eyes and facial movements," Nechodom said, adding this will also help keep the person focused on the listener.

While exercising social distancing guidelines – being six feet apart – it is important to get as close as possible when conversing, she said. "The farther we get away from someone, the quieter a person's voice gets." Additionally, a lot of people try to talk louder and project. "Some of the best things we can do is to slow down and use clear speech and not try to unnaturally project our voices."

Nechodom also recommended speech-to-tech apps available through Smartphones or tablets, where a person can use the app to capture speech, which is then dictated back in text. Zoom meetings and other platforms of video conferencing also have the capabilities of enabling closed captioning.

"I'm a big proponent of asking people what's best for them," Nechodom said, noting that asking "How can I best communicate with you?" can help determine which method works best.

For people with hearing loss, wear your hearing aids and do not bluff and nod to pretend you understood something if you did not, she said. Rather, ask the person to repeat or rephrase what was said and work at listening.

## **DAISY Winner**



Rose Enney, RN, from RehabCare at Trinity Hospital – St. Joseph's, was a recent recipient of the DAISY Award.

> Occupational **Medicine Services**

trinityhealth.org/occmed

Visit our website at trinityhealth.org

# **Trinity Health Thanks You**



#### A Thank You to LBJ Texas BBQ

LBJ Texas BBQ provided 200 meals to Trinity Health employees on the weekend of April 25.



#### **Ice Cream Treats Donated**

Trinity Health employees enjoyed ice cream treats on May 8 in celebration of Nurses Week. The treats were provided through the generosity of DQ and 4th Ave DQ.

For more thank yous, please visit trinityhealth.org/coronavirus-information/ community-kindness

# Telehealth Available for **Behavioral Health Patients**

The impact of the COVID-19 pandemic has undoubtedly caused strife in people's lives. Routines are being disrupted. Limitations have been set. There is fear, panic, and anxiety.

Those who are seeking behavioral health services through Trinity Health can rest easy, as modern technology – telehealth – has helped to address those issues.

Heather Sys, MBA, BSN, RN, administrative director of Behavioral Health services at Trinity Health. "Our clinic has not closed. All of our providers are still hard at work."

continued on page 6

# "We're seeing an increase in patients who are utilizing this service," explained



#### **POKERRUN All Motor Vehicles Welcome**

Registration 10:00 a.m. The Landing

Helmets/Belts on 12:00 noon

\$20 per vehicle or bike \$10 per passenger

includes registration/lunch at the end of run

#### Route

Start Minot – The Landing Foxholm - The Hunter's Den Carpio – Z-Bar Kenmare – City Limits Tolley - Wes' Bar Mohall - DRINKS Ruthville - Pink's Bar and Grill End Minot - The Landing

**June 20, 2020** 

#### For more information call Sherry at 701-857-5221.

All proceeds go to support the Cardiac Program at Trinity Health.



Sponsors: City Limits - Kenmare Dairy Queen Dakota Square Mall JE Dunn The Landing - Minot Mowbray & Son, Inc **TEG Architects** 

Uncle Maddio's Pizza

# In Recognition and Thanks from the Foundation

The Trinity Health Foundation is proud to list the names of individuals, organizations, and businesses whose gifts were received from January 1, 2020, to March 31, 2020. These contributions illustrate a generous and caring community, striving to bring the highest quality care to those we serve. We want to thank these contributors for their generous support of Trinity Health's mission: "To excel at meeting the needs of the whole person through the provision of quality healthcare and health related services." For more information on honoring the memory of a loved one through philanthropic giving, contact the Trinity Health Foundation at 701-857-5432.

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North Dakota Soybean Council

#### **CANCERCARE CENTER**

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In memory of Gene Flaten **Judy Ross** In memory of Geri Cogdill

#### **Judy Ross** In honor of all babies born with

Cassandra Harmon

hearing loss

#### In honor of my baby grandson to be

Monica Miller

#### In honor of the babies blessed by this new equipment Circle Sanitation, Inc.

In memory of June Vix Isabelle Thompson

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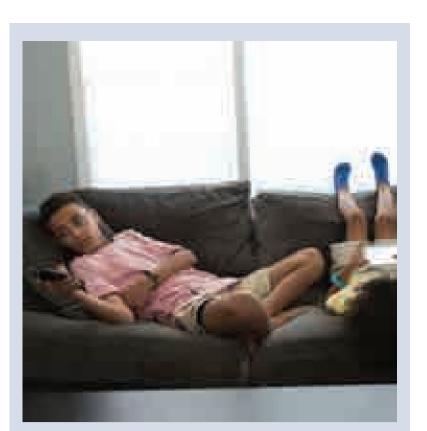
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#### In memory of Gene Flaten Carol & Robert Schwan

In memory of John Haugen Kim Kabanuck

#### In memory of Kris Ann Burkhardt **Agnes Brandt**

continued on page 5



# Kids at Home **During COVID-19**

The Coronavirus has caused quite a commotion and disruption to our community and to our world.

With this comes added stress for parents and children alike. While we all need to be aware that vigilance with handwashing, covering our cough, and staying home if sick is important, Safe Kids Minot wants to add a few more reminders for parents to think about.

During this time when school is out, childcare centers may be closed, and children are likely spending more time at home. Keeping that environment safe for kids is important.

Here are a few reminders to keep homes and families safe, not just from Coronavirus but from the leading killer of children: preventable injuries.

- Remind children and adults alike to wash their hands often with hot water and soap or hand sanitizer. If you have a runny nose, toss your tissue in the garbage right away. Self-isolate as much as possible and stay home and away from others if you are sick. If you have COVID-19 symptoms, call 701-857-7817 so you can be screened.
- Every 12 days in the United States, a child dies because they got into medication and were poisoned. In fact, medications are now the number one cause of poisoning in children. Keep medications up and out of reach and sight of children. Put the Poison Control Center number - 1-800-222-1222 - in your phone in case you need it.
- While kids are home more, they may be bored and their caregivers may be busy trying to work from home. Be alert to other dangers these circumstances can create for kids.
  - o Put laundry and detergent pods up high and out of reach of kids.
  - o Install baby gates to keep small children in a safe area.
  - o Ensure that televisions are mounted to the wall or furniture. Every three weeks in the United States, a child dies from a TV tipping over on them. Make sure all televisions are secure, especially the older style "tube TVs" that are very heavy and often found on furniture with drawers - which can be used as stairs - or ones with shelves children can climb on.
  - o Check the home for small items that kids can choke on, such as coins, paper clips, buttons, small toy parts, etc. If an item will fall through the center of a toilet paper roll, it should not be around kids under the age of three as it may be a choking hazard.
  - o Put items with button batteries up and out of reach of children.
  - o Ensure that electrical cords are hidden or wound up.

Trinity Health is proud to serve as the leady agency for Safe Kids Minot. For more information, visit: www.trinityhealth.org/safekidsminot

Join us on Facebook:

facebook.com/ TrinityHealth.ND



# **COVID-19 Doesn't Cancel** Commencement

The Trinity Health Radiologic Technology Program recently graduated its newest class, despite the pandemic. In a private graduation ceremony on April 24, five students – Krista Andrysiak, Paige Brodehl, Sydney Hall, Caley Nelson, and Emily Overby – received their certificates of completion from the clinical program while wearing masks.

"We are so proud of our students and the fine technologists they have become," said Michelle Bratton, JD, R.T.(R)(MR), program director and education coordinator with the Trinity Health Radiologic Technology Program. "All will be taking the ARRT registry in the near future, but due to the COVID-19 situation they are not yet scheduled for the exam because of related closures of the ARRT and testing centers."

While Overby will continue on to Radiation Therapy school in August, the remaining graduates are actively seeking employment as radiographers.

## Foundation continued from page 4

In memory of Marian Gates Gerald & Sharon Radebaugh Larry Lee Grain & Livestock

In memory of Mary Ellen Duppong Ellen Witteman

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In memory of Donald Olsen Jeffrey Verhey, MD & Janelle Verhey

In honor of Jeffrey Verhey, MD &

Janelle Verhey Heidi & Jamie Bender

In memory of Kenneth Olson

#### Jeffrey Verhey, MD & Janelle Verhey TRINITY COMMUNITY CLINIC -

**WESTERN DAKOTA** Oasis Petroleum North America LLC

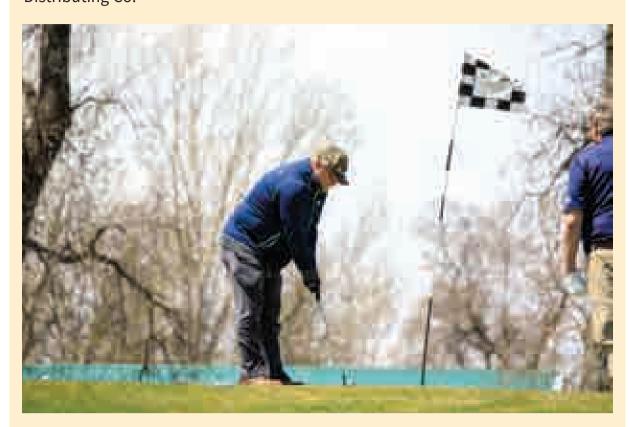
#### **WILD ABOUT SAFETY**

Town & Country Credit Union

## **Healthy Hearts Club**

The Trinity Health Auxiliary Healthy Hearts Club recently held its annual Healthy Hearts Golf Scramble on May 18.

The Trinity Health Auxiliary would like to thank the participants, as well as the following sponsors: BlueCross BlueShield of North Dakota; Dairy Queen/Orange Julius Treat Center, Dakota Square; IRET Properties; JE Dunn Construction; Mowbray & Son, Inc.; Sertoma Club of Minot; SRT Communications, Inc.; TEG Architects; TJE Entertainment; Uncle Maddio's Pizza, and Western Distributing Co.









# Behavioral Health continued from page 3

Telehealth allows providers and patients to communicate via audio or video visits. Patients connect using their computer, smart phone, or tablet. Sys noted that the providers at Health Center – Riverside have seen an increase in the number of new patients.

"We do fully expect it to increase further as the reality of the COVID-19 pandemic starts hitting people," she added.

That reality can include feelings of anxiety, depression, and isolation, Sys said. "Many people have lost their jobs. Their businesses are being financially burdened. There may be some relationship issues. The kids are at home full time, which kind of changes the family dynamics a bit."

She noted that some of these issues are not generally related to the pandemic itself, but times of economic or emotional strain. Either way, there is still "the fear of the unknown," Sys said. "Nobody knows what's going to happen with this."

Providers are still meeting with new patients face-to-face for an initial assessment, at which time the provider can identify the patient's needs and develop a plan of care with input from the patient. If it is appropriate, Sys noted, the provider will continue to consult with the patient through telehealth. She added that if someone is in crisis and feels like wanting to harm themselves or

the provider will continue to consult with the patient through telehealth. She added that if someone is in crisis and feels like wanting to harm themselves or others, they should call 9-1-1 or report to the emergency room for an assessment to see if they need a higher level of care.

Depending on insurance, a referral from the patient's general primary care

Depending on insurance, a referral from the patient's general primary care physician may be needed for sessions with a behavioral healthcare provider. Health Center – Riverside is located at 1900 8th Ave SE, Minot. For more information, call 701-857-5998.

# Jordan Among the American Cancer Society's #COVIDHeroes

Shane Jordan, director of the Trinity CancerCare Center, has been named as one of the American Cancer Society's #COVIDHeroes.

Jordan "moved quickly to ensure patients are given the most up to date, safe, and timely care," the American Cancer Society ND's Facebook page stated on May 4. "This



Shane Jordan

included incorporating telemedicine into their routine clinic processes and developing new processes to supply and give safe care to immunocompromised patients."

As Clinical Support Services Director and Operation Chief at Incident Command for Trinity Health, Jordan has "developed outstanding COVID-19 safe processes for our cancer patients through much determination and selfless giving of his time and dedication," the post continued. "Shane is a true COVID-19 hero who deserves recognition for his efforts that are truly protecting the lives of cancer patients and staff at Trinity CancerCare Center."



# **Trinity Hospital Gift Shop**Flowers and Gifts 701-857-5205

# Separated by Coronavirus, Couple Celebrate 60th Anniversary

Arnie and Sheri Olander celebrated their 60th wedding anniversary as best they could on April 2.

Arnie has been a resident at Trinity Homes since last fall, due to advancing Alzheimer's Disease, while Sheri continues to live independently in their home with the help of friends and family.

Part of Sheri's daily routine is to visit Arnie, but due to the COVID-19 pandemic and the visitation restrictions, she has been unable to and hadn't seen her husband in three weeks. While Sheri understood the limitations, she missed her husband dearly and wanted to celebrate their diamond anniversary any way she could, including an anniversary cake.

With the help of Trinity Health staff, including Michelle Poole, an LPN with Podiatry, and Lisa Cogdill, a ward secretary at Trinity Homes, this was made possible. Through the large window in the core area on the ground floor, Sheri was able to "visit" with Arnie, as well as share her sentiment with her husband, through the cake and a sign to her AO from his SO.

Sheri said it was the best anniversary ever and is extremely grateful for the thoughtful gesture and excellent care Arnie receives daily.



The COVID-19 pandemic was not going to stop Arnie and Sheri Olander from celebrating their 60th anniversary. Arnie, left, is a resident at Trinity Homes.

# Trinity Health Receives Helmsley Charitable Trust Funding for Pandemic-Critical Cardiac Units



Trinity Health has received a grant from The Leona M. and Harry B. Helmsley Charitable Trust to purchase equipment that will enable safer treatment of cardiac arrest patients during the COVID-19 pandemic and beyond.

The award of \$86,947 will be used to purchase seven LUCAS mechanical chest compression devices. The units allow for automated, hands-free resuscitation of patients in sudden cardiac arrest as a replacement for manual CPR.

Jeffrey Verhey, MD, a critical care physician and Board President of Trinity Health Foundation, says mechanical chest compression machines will be strategically placed in Trinity Hospital and Trinity Hospital – St. Joseph's to be integrated into Trinity Health's best practices for resuscitation efforts.

"These devices would be an important addition to our resuscitative efforts in ordinary times; now they are even more significant because they will help us respond to cardiac arrest while minimizing the risk of COVID-19 infection and mitigating exposure to our code blue responders," Dr. Verhey said. "The Helmsley Charitable Trust deserves credit for stepping up and helping hospitals at this critical time."

Mechanical CPR has been adopted by emergency medical responders and many hospitals around the globe, initially due to its ability to deliver extended CPR in compliance with American Heart Association guidelines. Recently, the Department of Defense COVID-19 Practice Management Guide identified the LUCAS chest compression system as the best practice for managing patients in cardiac arrest to reduce the risk of exposure to care providers.

"These devices are vital because we don't want frontline healthcare workers to choose between trying to save a patient or risking exposure to themselves and others to the coronavirus," said Walter Panzirer, a trustee for the Helmsley Charitable Trust. "LUCAS has been a proven, effective tool in saving lives during cardiac arrest, and having more of them available during this pandemic will save even more lives, including those of the doctors, nurses, and other healthcare workers."

The Helmsley Charitable Trust is distributing \$4,711,481 in funding across five upper-midwestern states to pay for 367 LUCAS mechanical CPR devices to be deployed to medical facilities in North Dakota, South Dakota, Montana, Wyoming, and Nebraska. The grants were expedited to ensure the devices are in place before the peak of COVID-19 hits. The systems will remain in place after the pandemic as part of the hospitals' cardiac system of care.

"We were able to go from concept to delivery of the devices in two weeks, and that's been an incredible effort of teamwork with the manufacturer and the hospitals to get them in place ahead of the peak needs," said Panzirer. "It's wonderful to see competing entities working together during a national crisis for the good of all."

# FirstCare Walk-In Clinic

During the COVID-19 Pandemic please call **857-7817** to be screened for appointments.



# Velva Providers Turn to Telehealth During COVID-19 Pandemic

Typically, Gail Slinde would hop in her car and make a trip down to Trinity Community Clinic – Velva to see her provider, Kendra Larsen, FNP-C. But lately she's had the option of accomplishing a visit from the comfort of her own home.

Gail is one of a growing number of patients using telehealth to access care. Telehealth is a patient-care option that connects patients and their providers through technology instead of being in the same room.

"I've had two visits," Gail said.

"Basically, it's like doing FaceTime –
you download the telehealth app and
follow the instructions; it's really
simple. Kendra is easy to talk to and
very caring in any case, but this is like a
face-to-face conversation, only you see
her on a computer screen instead of in
person."

As is the case with almost all of Trinity Health's clinics, Community Clinic – Velva is offering a range of options for accessing care during the COVID-19 pandemic. In-clinic appointments are available on Monday and Thursday mornings. But for patients with difficult schedules, or who, for whatever reason, feel more comfortable in a stay-at-home posture, the clinic has introduced telehealth, offering virtual visit appointments Tuesday, Wednesday, and Friday in the morning or afternoon, and on Monday and Thursday in the afternoon. All telehealth visits are recorded in a patient's health record – the same as with an in-person appointment, and, yes, there is a charge for a telehealth visit.

"This is a very difficult time for everyone and it's important that my patients have the ability to reach out and get in touch with me when they need to," Kendra said. "I miss the hands-on, care-in-clinic approach, but just being able to see the patients' smiling faces, hear their voices, and ask questions has been wonderful."

Accessing telehealth begins like any other appointment. Patients call the

clinic at 701-338-2066 to schedule an appointment, and Kendra adds, "If no one picks up the phone it's important to leave a voicemail because those are checked multiple times per day." Patients who call or whose voicemails are returned are given the option of an in-clinic appointment on Monday or Thursday morning, or a telehealth visit during the other days and times. She notes that telehealth visits must be scheduled during office hours as regulations require that providers be in their office or clinic during the visit.

"It's very user friendly," she said. "An email is sent out to walk patients through the process of downloading the Webex app to their electronic device, be it an iPad, Kindle, computer, or smart phone. We can also have office staff walk the patient through the process of downloading the app to help them along. Anyone can use telehealth from the young to the old. Just the other day I had a 92-year-old see me using telehealth."

Instructions for connecting to telehealth are also available on Trinity Health's website at trinityhealth.org/telehealth.

Not every health issue can be handled electronically, but providers are able to connect with their patients for routine visits, medication follow-up, chronic care management, and more. "Patients have responded very well," Kendra added. "Many are so amazed that this option is even available and surprised at how seamless it works. For most patients, it provides a safer avenue to care by decreasing their chance of unnecessary exposure, and it reassures them that the Velva Clinic is still here for them, even from afar."

Kendra says she looks forward to the day when patients and providers can get back more normal interactions, even if it is a new normal. "In the meantime, the Velva Clinic will do the best we can to keep our patients as healthy and safe as possible, and telehealth allows us to do that."



Even when you can't visit your family or friend in the hospital, you CAN send a greeting and let them know you're

a greeting and let them know you're thinking about them.

Send a gift or some flowers with your message – call the Trinity Hospital Gift

Shop at **701-857-5205** and have a

patient room with your eGreeting!

special package delivered to the





# **Honoring Front** Line Responders

On May 18, a B-52H Stratofortress assigned to the Minot Air Force Base flew over medical facilities in Bismarck, Fargo, Grand Forks, and Minot, to honor front line responders and express Minot Air Force Base and the Air Force's gratitude for all medical and healthcare professionals, essential employees, and volunteers in the fight against COVID-19.

# **Prescription Refills**

**B&B Northwest Pharmacy** 701-838-2213

**KeyCare Pharmacy** 701-857-7900

Download the App keycarepharmacy.com or bbnwpharmacy.com

# CALENDAR

For the latest updates, check online at trinityhealth.org

Events may be postponed or canceled, due to the Coronavirus. Please watch our calendar at trinityhealth.org/events for up-to-date calendar changes.

#### **Mobile Mammography**

June 3 Trinity Community Clinic – New Town, 627-2990	
June 4 Trinity Community Clinic – Garrison, 463-2626	
June 5 Northland Community Health Center – Turtle Lake, 448-9225	
June 8 Trinity Community Clinic – Velva, 338-2066	
June 10Northland Community Health Center – Rolette, 246-3391	
June 12Trinity Community Clinic – Mohall, 756-6841	
June 17St. Luke's Hospital – Crosby, 965-6349	
June 24Tioga Clinic, 664-3368	
June 25Kenmare Community Hospital, 385-4296	

#### **Events** June 20

The sixth annual **Lemonade Day** will be held in Williston, with Trinity Community Clinic – Western Dakota sponsoring a site. More information can be found at: willistonchamber.com/Programs/ Lemonade-Day.

#### June 20

The **Hearts Fun Run** will be held, starting with registration at 10:00 a.m. at The Landing, with helmets and belts going on at 12:00 p.m. The cost is \$20 per vehicle or bike and \$10 per passenger. All proceeds go to support the Cardiac Program at Trinity Health. For more information, call Sherry at 701-857-5221.

#### **Prepared Childbirth Classes**

June 13, July 11, August 8, September 12 and October 10 Learn about exercise and breathing techniques, labor/delivery, and newborn care, and feedings. Enrollment is limited. These classes are held via teleconference. Class participants will be notified.

#### **Breastfeeding Basics**

Health Center - Riverside:

June 11, July 9, August 13, September 10, and October 8 These classes are offered free-of-charge as part of Trinity Health's community benefit mission, but registration is typically required. Sign up for classes, at trinityhealth.org/familybirth\_registration

The classes at Health Center - Riverside are held via teleconference. Class participants will be notified.

#### **Family Birth Center Tours**

Expectant mothers are invited to attend a formal group tour/education/Q&A session at Trinity Hospital's Family Birth Center. This opportunity allows every expectant mother to hear and see valuable information in a relaxed environment. We will also provide information on self-care, infant safety, and what to expect during your delivery.

Tours of Trinity Hospital's Family Birth Center are canceled for the foreseeable future.

Nationally approved, medically accurate training program designed for 11 years old and older.



Safe Sitter® teaches adolescent babysitters how to handle crises, how to keep their charges secure, and how to nurture and guide a young child. Safe Sitter<sup>®</sup> babysitters help children stay safe and sound while their parents are away. In the process, these students 11 years old and older emerge as more confident, responsible, and compassionate teens and adults.

During this one-day course, students listen, practice, role-play — and learn an array of topics including: Choking and rescue breathing
 Safety for the sitter
 The business of babysitting Accident management
 Child development
 Hands-only CPR

> 2020 Summer Class Schedule June 10, 15, 16, 25 July 2, 7, 8, 9, 15, 16, 22, 23 August 5, 6

All classes start at 8:30 a.m. Health Center - Riverside, Education Center, 1900 8th Ave SE, Minot

Students must have a mask or face covering.

Students will be screened prior to class; those who are symptomatic will be rescheduled.

Due to the high demand for this class, the course fee of \$50 must be paid in advance. Please register by calling the Trinity Health Community Education Department at 701-857-5099 and then mail your check (payable to Trinity Health) to Trinity Health Community Education, P.O. Box 5020, Minot, ND 58702. Payment must be received in advance to confirm your participation in the course.