



Islands Community  
Medical Services

*Our Medical Center*

March 29, 2020

To the Community of Vinalhaven,

### **ICMS Continues to Prepare for COVID-19**

We are committed to following the [U.S. Centers for Disease Control and Prevention \(CDC\)'s precautions and screening guidelines](#) and the [Maine CDC](#). You can see all their recommendations by following these links. Stay up-to-date by referring to the [CDCs fact sheets](#).

**The most important thing to do is to wash your hands frequently with soap and water for at least 20 seconds and stay home if you are sick. Try not to touch your face. Please practice social distancing and take advantage of the delivery services offered.**

**ICMS is making temporary changes to our normal operations for all of our services to reduce the spread of COVID-19 and ensure that all who need it continue to receive excellent medical care. Along with re-scheduling non-urgent office visits, we are working to offer telemedicine or telephone appointments wherever possible.**

Because COVID-19 is clearly not the only health issue people have right now, or will have in the coming days and months, ICMS will continue treatment and prevention services to the maximum extent possible via telemedicine and other electronic means, so patients should call us at 207-863-4341 to get further guidance on how to meet their healthcare needs, whether related to COVID-19 or not.

We are asking that patients bring no more than one person along to the visit, and if you have symptoms, you will also be asked to wait separately from other patients, either outside or in a designated area within the practice. To the greatest extent possible we are minimizing exposure in waiting rooms by staggering essential scheduled visits, escorting patients

directly into treatment rooms, separating patients in waiting areas who are sick away from those who are well, and we have implemented an intense hourly cleaning/sterilization protocols.

1. Per CDC guidelines, the Medical Center is rescheduling routine dental hygiene visits. If you have a dental emergency, please call the front desk at 207-863-4341.

2. We are now set up to do behavioral health visits by telemedicine. To schedule an appointment, you can call 207-863-9959. If you are in crisis, please call 207-863-4341 and you will be seen by a medical provider.

3. If you are sick, please call the office at 207-863-4341 and you will be triaged by the nurse or medical provider. Please do not use social media or text the providers.

3. Patients are being screened by the nurse or medical provider when they call for testing for the coronavirus. If you are going to be tested, it will likely be in your vehicle outside. We are working to reduce exposure.

4. If you are tested for coronavirus, you will be asked to self-quarantine for at least 14 days. That means staying home and not interacting with others outside from your household. You can go for a ride or a walk with members of your household but please do not interact with others. This will limit the spread of the virus to others and help keep our community safe. No trips to the grocery store, Fisherman's Friend, or anywhere else.

5. For those patients who need INR or injections, we are scheduling those visits for 9:00 to 10:00 am on Wednesday mornings. To limit exposure, we will ask you to call before you arrive and the staff will come out to the car.

6. If you need groceries or other supplies, ICMS is paying the delivery fee. Please call Vinalhaven Taxi at 207-720-0056 to schedule a delivery. You must prepay for your supplies.

7. If you would like someone to call you to check on you, please let us know.

If you have any questions or concerns, you can reach Dinah Moyer at 207-837-4038 or Sarah McDonald, RN, at 207-863-4341, extension 1118.

Thank you for your cooperation and understanding.



Dinah B. Moyer  
Executive Director



Jen Desmond, FNP  
Clinical Director