April 2, 2020

To the Community of Vinalhaven,

We are here to help.

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 news is changing fast and that can be stressful. Keeping to your usual routine such as making your bed, doing your dishes, trying to get some exercise can all help. Listening to music, doing crafts, checking YouTube for activities to do with the kids are also some strategies to help with the Stay at Home order.

If you would like to speak to someone, you can call 207-863-9959, option 3 or call or text Dan Keniston, one of our counselors directly at 207-837-4057.

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. Please call the office at 207-863-4341 with any questions.

ICMS has many programs available to help with your healthcare costs at the Medical Center.
1. We offer a sliding fee scale for those who qualify based on income which offers discounts on many of our services.
2. We have a pharmacy program with Kennebec Pharmacy which offers discounted prescriptions for those without prescription coverage. Savings can be significant.
3. We can assist patients without drug coverage in applying for free medications or discount cards. Some manufacturers also offer a free 30-day trial even if you do have drug coverage.
4. We can also help you with applications for Mainecare or other federal programs. In addition, Pen Bay Medical Center has a program to help with medical bills.

To reach someone in our outreach department, you can email Leslie Dyer at lesliedyer@icmsvh.org or contact Carter in the billing department at 207-863-4348 or ecstanley@icmsvh.org.
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.

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  Jen Desmond, FNP
Executive Director  Clinical Director