



March 17, 2020

Dear Loyal Patient,

In these unprecedented times, the health and safety of our staff and patients is our highest priority. Please be advised we are taking extra measures to keep the health center safe and working diligently to prevent the spread of COVID-19.

We are following additional recommendations of the CDC regarding patient care at all of our health center locations. The following CDC recommendations are now active.

1. Any patient entering the health center will have a temperature check and screening.
2. We ask patients who have traveled in the last 14 days to call the health center prior to your appointment or walk-in at 314-633-6363.
3. We will continue to take walk-ins. NOTE: The same request applies as mentioned above, if you have traveled in the last 14 days please call the health center prior to arrival.
4. If you are not feeling well, call your provider before coming to any of the health centers at 314-633-6363.
5. Prescription refills can be mailed. Please make the request when you call for a refill 314-633-3598.
6. All School-Based Health Centers are closed.
7. Practice Good Hygiene:
 - Wash your hands, especially after touching any frequently used item or surface.
 - Avoid touching your face.
 - Sneeze or cough into a tissue, or the inside of your elbow.
 - Disinfect frequently used items and surfaces as much as possible.

Please be advised you may receive updates about your appointment via an automated phone call and/or text message. We ask you to listen closely to automated messages and pay close attention to text messages from CareSTL Health as they may share a new directive per the CDC. We apologize for any inconvenience this may cause however this is a quickly changing situation.

We are committed to the health and safety of our patients. Our Executive Leadership team is working around the clock to monitor the latest COVID-19 cases, CDC recommendations and executing care practices accordingly.

The entire staff at CareSTL Health is dedicated to taking every conceivable precaution to ensure your wellbeing and safety.

Sincerely,

Angela Clabon
Chief Executive Officer
CareSTL Health

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School Based Health Centers
Hazelwood School District
Jennings School District
Ritenour School District
Riverview Gardens School District