

The Haines EOC has been asked some questions recently about the SEARHC Haines Health Center and how the clinic is operating during this time. So, we reached out to SEARHC and have the following information to share with you.

As always, for emergencies call 911. For more information on SEARHC's coronavirus response, call the COVID-19 Hotline at 907-966-8799.

Clinic Operations:

The Haines clinic is currently closed to walk-in patients. Those with existing appointments have been contacted to reschedule or to check in with a provider over the phone. Appointments and consultation with providers is now available over the phone or video calls. Call 766-6300 for information about appointments.

Pharmacy Services:

Patients in Haines no longer enter the clinic to receive their prescriptions; call 766-6333 for refills. Once filled, pharmacy staff will call you for payment over the phone (if necessary) and delivery or curbside pickup will be arranged for your prescription.

Behavioral Health and counseling services:

SEARHC Behavioral health is conducting most visit via phone or video call. Call 766-6313 for more information. The Helpline is still available for 24/7 crisis care at 1-877-294-0074.

COVID-19 testing and preparedness:

SEARHC has approximately 1,400 COVID-19 test kits available Consortium-wide for all SEARHC facilities. About 100 tests have been conducted system-wide to date.

As of March 26, SEARHC clinics are relaxing testing criteria. Patients no longer need to have traveled, or come into contact with a confirmed case of COVID-19 to be tested for coronavirus in many Southeast communities. SEARHC will test anyone (Only SEARHC patients/beneficiaries in Juneau) showing symptoms of the virus. Formerly, patients had to have both symptoms, such as a fever of at least 100.4, and Criteria, such as traveled from an area where a coronavirus was active, in order to be tested for COVID-19. The tests are sent to the state lab in Fairbanks for results available within 48-72 hours. To date, all COVID-19 tests in Haines are negative.

The SEARHC Haines Health Center has dedicated areas of the clinic and equipment to treat patients with suspected or confirmed COVID-19 infection. Clinic staff has an appropriate supply of PPE (personal protective equipment) available onsite.

As mentioned previously, if a Haines patient who tests positive for COVID-19 needs ongoing medical support, they will be medivaced out of Haines to a hospital. Patients with mild symptoms will be told to self-isolate at home and follow guidance from their local provider.

A tent set up in the SEARHC Haines Health Center parking lot is for the privacy of patients and protection of patients and providers from the elements while conducting on-site consultations or testing.

The SEARHC Haines Health Center has undergone training and scenarios, some in conjunction with the Haines Volunteer Fire Department and EMS crew. Read the March 5, 2020 Chilkat Valley News article “Haines prepares for Coronavirus threat” here <https://www.chilkatvalleynews.com/story/2020/03/05/news/haines-prepares-for-coronavirus-threat/13595.html>