



AVIVA HEALTH

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NEWS RELEASE

FOR IMMEDIATE RELEASE

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Aviva Health Providing Pre-Emergency Room Triage Support to CHI Mercy Health Mercy Medical Center in Response to COVID-19 Surge

ROSEBURG, Ore. – Beginning Thursday, August 26, Aviva Health is partnering with CHI Mercy Health Mercy Medical Center and Umpqua Health Alliance (UHA) to provide pre-emergency room triage (pre-ER triage) to patients accessing emergency services at the hospital in an effort to proactively identify and redirect COVID-19 positive individuals who do not require emergency care, but may benefit from treatment in another setting.

“It’s essential right now for community health care partners to support Mercy Medical Center and protect its valuable inpatient resources so people of our area continue to have access to the high-quality care the hospital provides,” says KC Bolton, CEO of Aviva Health. “By redirecting non-emergent COVID-19 patients away from the emergency room to more appropriate venues for treatment, this effort will preserve Mercy’s capacity, enabling the hospital to provide ongoing emergency and inpatient care to severely ill COVID-19 patients and individuals who present with trauma, heart attack or other non-COVID-19 related conditions.”

“The partnership of UHA and Aviva Health in setting up this triage tent during our COVID surge is a welcome assistance to allow patients seeking non-emergent care to receive treatment and continue to serve our community members in need of emergency care. This is great teamwork and we are very grateful.” Dr. Jason Gray, Chief Medical Officer, CHI Mercy Health.

Patients will initially be screened under a tent situated near the emergency room entrance. Individuals who are COVID-19 positive but do not require emergent care will be directed to “Mobile 1,” the larger of two Mobile Medical Units (MMUs) assigned to Aviva Health by the Douglas County Commissioners. In the MMU, a provider will perform an exam and advise the patient of treatment options, if needed.

If it is determined a medical intervention is necessary, patients will be transitioned to a separate on-site location where they can receive a limited set of services, including monoclonal antibody therapy, oxygen, and intravenous fluids. Upon successful treatment, patients will be discharged.

Non-COVID patients seeking access to the emergency room are triaged following normal hospital protocols.

UHA will be on hand to assist with discharge planning, case management and non-emergency transportation services.

The pre-ER triage support will continue until the demand for emergency and inpatient care, which has spiked during this latest surge of COVID-19, eases.

Aviva Health is actively working with partner organizations, including Mercy, to identify and address community needs as this most recent COVID-19 surge continues to impact Douglas County.

ABOUT AVIVA HEALTH

Founded in 1991, Aviva Health is an independent, board-governed, not-for-profit organization that cares for the people of Douglas County by providing high-quality, patient-centered, accessible and affordable medical, dental and behavioral healthcare, regardless of their ability to pay. Aviva Health offers integrated services from 10 clinic sites in Roseburg, Myrtle Creek, Sutherlin, Glide and North Douglas County (Drain), including a Teen Health Center located on the campus of Roseburg High School. In partnership with CHI Mercy Health Mercy Medical Center, Aviva Health also operates the Roseburg Family Medicine Residency Program.

ABOUT MERCY MEDICAL CENTER: CHI Mercy Health Mercy Medical Center was started with a \$12,000 gift from the Roseburg community. That is the sum the Sisters of Mercy raised to construct Roseburg's first hospital. The 25-bed Mercy Hospital was dedicated on Feb. 22, 1909, just four months after construction began. It was built on the banks of the South Umpqua River where the Douglas County Health Department currently stands.

CHI Mercy Health has grown into a sophisticated 174-bed medical center with advanced technology and a continuum of services to ensure Douglas County residents have access to state-of-the-art healthcare without having to leave town.

Today more than 1,000 talented and dedicated employees and 200 compassionate and giving volunteers work throughout CHI Mercy Health. It is their commitment that has helped Mercy become one of the country's most highly rated hospitals for quality.

www.chimercyhealth.org