



# AVIVA HEALTH

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## NEWS RELEASE

### FOR IMMEDIATE RELEASE

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### **With the Latest COVID-19 Surge on the Decline, Aviva Health Ends Pre-Emergency Room Triage Support at CHI Mercy Health Mercy Medical Center**

**ROSEBURG, Ore.** – Aviva Health is closing out its pre-emergency room triage (pre-ER triage) support at CHI Mercy Health Mercy Medical Center today, a move related to tapering daily COVID-19 cases.

The pre-ER triage began on August 26 during the latest COVID-19 surge, an effort aimed at identifying COVID-19 patients accessing emergency services at the hospital who did not require emergency care and redirecting them to treatment in another setting.

During the four-week mission, the pre-ER triage staff comprised of clinicians from Aviva Health and Mercy assessed and treated more than 210 COVID-19 patients, easing the burden on the hospital's emergency room at a time when that service line and inpatient capacity was pushed to their limits.

“Given the strong partnership we have with Mercy and the talents and selfless commitment of staff members from a variety of organizations, Aviva Health was able to quickly stand up the pre-ER triage operation,” says KC Bolton, CEO of Aviva Health. “We are grateful for the bonds that have developed between and among many community organizations over these last 19 months.”

As the pandemic pushes on Bolton says Aviva Health will continue to assess the needs of its health care partners and the community and respond as necessary.

“During our recent COVID surge, the mobile unit served a valuable service to our patients that presented to our ED in need of care but could be treated and prescribed follow up outpatient treatment options. This partnership with Aviva was a great benefit to our staff and more importantly, our community members for whom we provide care,” says Dr. Jason Gray, CMO, CHI Mercy Health.

The pre-ER triage service also benefited from the use of Aviva Health's "Mobile 1," the larger of two mobile medical units (MMU) assigned to the organization by the Douglas County Commissioners. The MMU served as an exam room where individuals with COVID-19 were assessed and advised of available outpatient treatment options, including monoclonal antibody therapy, oxygen, and intravenous fluids. Local coordinated care organization Umpqua Health Alliance also played an important role by providing discharge planning, case management and non-emergency transportation services.

#### **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](http://www.chimercyhealth.org)