

CENTRA WELLNESS NETWORK:

PRESS RELEASE

Centra Wellness Network has adjusted their Service Delivery. Typically, we are charged with meeting people in their homes or in the community. Also, we have persons who come to our offices to receive therapy or other services. As of March 18th, 3:00 pm we have decided to suspend routine face-to-face appointments and move to contacting clients by phone. We will remain open to Crisis and Crisis Walk-in services.

Like so many other organizations we are changing our service delivery in response to the COVID-19 epidemic. We are following the CDC guidelines by checking with clients if they are ill or feel ill, maintaining a 6ft radius of social distancing, and using universal precautions for ourselves and cleaning and sanitizing our workspaces. Centra Wellness Network as a mental health provider is mandated to continue our core services, so we are open and still available for anyone having a mental health crisis.

We have tasked staff to reach out to clients by telephone as much as possible for general case management and therapy services. However, there are some clients who continue to need more intensive services, the teams working with people with higher needs will continue to assess and meet with clients in the community as possible.

We have been providing information as quickly as possible, using our patient portal to send messages, posting information at our offices, and on our website as well. We will continue to provide information as we get it, the difficulty is that the situation is fluid and rapidly changing so information becomes obsolete within hours.

We want to continue to assure everyone in the Manistee and Benzie communities that we are available 24/7 for all crisis calls and walk ins. We have staff available at our clinic sites so if you call or walk in while in crisis during regular business hours, we will assist you, additionally, all our behavioral health clinics remain open. The Medication and Medication Assisted Treatment (MAT) clinics are continuing to operate, as is the Opioid Health Home (OHH) and Integrated Health and Behavioral Health Homes as well. The only difference being in the integrated health program, the Nurse Case Manager will no longer be going to client homes, she will be making contact by phone. The Nurses will be available to assist you if you have questions.

We know these are very stressful times, please know you don't have to wait for your mental health provider to call you, we are here and will answer the phone and connect you with your worker, or if you need you can always talk with one of our Crisis Workers.

We know that some of these changes will be difficult. Our staff will miss not being able to meet you in the community or at your home, but until a time that this health emergency subsides, we feel this is best for both you and our staff in keeping everyone well.

Thank you for your patience, for your convenience I have listed all services that will remain active:

- Assertive Community Team
- Case Management for Adult and Children

- Home Based program
- Outpatient Therapy
- Crisis Services 24/7
- Jail Services
- And all Management and Operational Programs.

We would like to again remind everyone that if you are having a mental health crisis you can call us at 1.877.398.2013. This number is available 24/7. Thank you all for your understanding as we work to make this process as comfortable as possible.