

# MSU Care

Missouri State  
UNIVERSITY



March 25, 2020

Dear MSU Care Patients:

Due to the spread of COVID-19 throughout the world, as well as in our community, MSU Care is taking measures to reduce the risk of exposure to our patients, providers, and staff. The clinic will remain open and has established the following policies and procedures to minimize exposure risk.

- It is **very important** that if you feel ill and have a cough, fever, or shortness of breath that you **call the clinic** prior to coming to MSU Care. This will help us direct you to the best place to get care. MSU Care does not have COVID-19 test kits in clinic.
- MSU Care will be open to established MSU Care patients only. If you have been seen at MSU Care in the last year, you will be considered an established patient. Please call the clinic if you have questions about your enrollment status.
- MSU Care is reviewing scheduled appointments for the need for in-person follow-up visits. We will contact each patient with directions regarding upcoming appointments. This may include in-person visits, telephone visits, or abbreviated lab-only visits.
- MSU Care is reviewing all new patient enrollment requests prior to scheduling new patient appointments. Our processes are changing frequently due to the nature of the COVID-19 pandemic. Please follow the [MSU Care Facebook](#) page and [msucare.org](https://msucare.org) for updates.
- MSU Care will be extending active enrollments that expire between March 18, 2020 and April 30, 2020 by 2 months. Because we are extending enrollment, you may be asked to provide updated financial documents by mail to the Community Medication Access Program (CMAP). This program works closely with MSU Care to obtain brand-name medications for patients. Please respond to these requests as quickly as possible to ensure you have medication access.
- Medication pickup hours will remain the same, but we will be providing curbside medication pickup. If you drive to clinic, please park in one of the designated parking spots. A staff member will serve you curbside. If you ride the bus or walk to clinic, please sanitize your hands before entering the clinic. We ask that no more than three people are in the lobby at any time to allow for appropriate physical distancing. If there are already three guests in the lobby, please wait outside until a guest exits the lobby.

640 E Cherry Street, Suite 105, Springfield MO 65806

- No visitors, family members, or caregivers will be allowed to attend appointments with patients. Please plan on any visitors remaining in your vehicle or outside if they come to MSU Care with you.

COVID-19 is a very contagious disease. Symptoms of COVID-19 include fever, dry cough, and shortness of breath. We ask that you act as if you and others have the virus to ensure appropriate protection. This includes isolating yourself in a safe place, maintaining a distance of at least 6 feet from others in public, washing your hands thoroughly and frequently, avoiding touching your mouth and eyes, and covering your mouth with a scarf or towel if you feel ill around others.

MSU Care is committed to protecting our patients and our community. We ask that if you have any questions regarding the policies above that you reach out to us at (417) 837-2270. We are available to answer questions about your medications and your health.

Sincerely,

MSU Care Staff and Providers