

## YOUR HEALTH. OUR HEROES.

### A Glimpse at How We're Working to Keep You Safe

By LARRY MITCHELL, MD PRIMARY CARE PHYSICIAN

As healthcare providers, the wellbeing of our patients is our top priority every day of the year. When it comes to caring for you during a pandemic, that doesn't change. In fact, as we continue to fight COVID-19 and navigate our "new normal," we have

taken a number of important steps to ensure that we can continue to provide the quality care you have come to trust in an environment that is safer than it has ever been.

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## Ask a Doc



**Dr. John Davis, MD,**  
Pediatrician

**QUESTION:** *My child's school year is not beginning in person. Does he/she still need an annual physical and immunizations check?*

**ANSWER:** Yes. Well visits are an essential part of keeping your child on the road to good health. They allow your child's pediatrician to conduct a full evaluation, monitor your child's growth and developmental milestones, ensure that they are up-to-date on immunizations,

answer any questions you may have and spot any potential health issues before they become serious. In fact, now is a great time to schedule your child's annual visit. Pediatrician offices are taking extra precautions to protect everyone's health and safety, and your child's doctor may

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# A note from the CEO

When 2020 began, no one could have predicted the journey we have found ourselves on over the last several months. The emergence of COVID-19 has created unprecedented challenges for our community and caused each of us to rethink how we do everything – from traveling and socializing with friends and neighbors to completing everyday tasks like shopping for groceries.

At Clinch Valley Health , I believe our fight against COVID-19 has made our team stronger, our hospital safer and our ability to care for you better than ever. This issue of *Making Communities Healthier* takes you inside our hospital for a look at what we are doing to keep our patients and guests safe when receiving care, offers some great tips on how you can help stop the spread of this disease, and much more!

From the beginning, our priority has been protecting the health of our community, our patients and our employees. And we will continue to work hard to ensure a safe place of care and a healthier community for all of us. ■

Sincerely,

Peter Mulkey

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As each of us does all that we can to stay safe and protect ourselves and our families, it has never been more important to stay on top of our health and seek the proper care when necessary. You may be wondering what receiving care in our facilities might look like right now. Read on to learn about all the ways we are working hard to keep you safe when you come visit us.

## Safety and Cleanliness

Clinch Valley Health has always been a clean and safe place to receive care. Effectively managing infectious diseases with proper sanitation and disinfection procedures has been and continues to be essential to ensuring a safe environment of care. Our environmental services team continues to implement effective cleaning and disinfecting practices throughout our hospital. When you come for care, you can rest assured that we are committed to maintaining high standards of cleanliness in all of our facilities.

## Supplies and Staffing

Our clinical teams are constantly monitoring supplies like personal protective equipment (PPE), medications and blood, as well as evaluating space and staffing needs, to make sure we have what we need to care for all of our patients. This includes patients who are coming in for planned procedures, as well as those seeking emergency and potential COVID-19 care.

## Screening

Everyone who enters our facility – from patients and guests to employees and medical staff – is screened for COVID-19 symptoms, in accordance with CDC guidelines. This practice, which includes conducting temperature checks and asking a series of questions, helps protect not only our patients but our staff as well.

## Masking

In accordance with CDC recommendations and the Commonwealth of Virginia’s requirement, we have a universal masking policy currently in place. Just as we screen everyone who enters our facility, we also require that everyone, including patients and employees, wear a face mask at all times.

## Limited Visitor Policy

Out of an abundance of caution, we have put a limited visitor policy in place. To further ensure the safety of our patients and employees, we are currently allowing each patient only one WELL visitor per day.

While COVID-19 is uncharted territory for our community, you can be confident that we are committed to providing a safe place to receive quality care when you need it, and we are continuing to seek ways to enhance your patient experience. To read even more about how we are keeping your safety a priority, visit <https://www.clinchvalleyhealth.com/coronavirus-covid-19-preparedness-information>. ■



# Mission Moment

Patty Yates  
LPN  
CLINCH VALLEY  
HEALTH

Patty has been at Clinch Valley Physicians Associates for 30 years. Patty is described as an angel on Earth by her friends, family and patients. She cooks and delivers hot meals to those who cannot cook for themselves and spends her days off helping neighbors by cleaning their homes when they are recuperating from illnesses. As our community has navigated through the COVID-19 environment Patty has predictably stepped up to the plate to ensure elderly neighbors are getting the essentials. Patty adapts her thoughtfulness and generosity to serve others through any circumstance. ■

# DID YOU KNOW?

Clinch Valley Health is grateful to call southwest Virginia and southern West Virginia home, and we take pride in not only creating a place where you choose to come for healthcare, but also in making a positive impact in our community. Here are just a few ways we made a difference last year.

We added 12 new providers and invested nearly \$2 million in capital improvements to help ensure that we continue to provide access to quality care and meet your evolving healthcare needs.

We donated more than \$13 million in charity care because we believe that delivering care to all of our neighbors – regardless of their ability to pay – is foundational to our mission of Making Communities Healthier.

We paid more than \$6 million in taxes because we take our role as a community leader seriously and are dedicated to ensuring fiscal responsibility both within and outside our hospital walls.

We distributed a payroll of more than \$49 million to approximately 700 employees as part of our commitment to creating places where physicians want to practice and employees want to work, and where their contributions are valued.

We supported a number of local organizations, including local schools, Good Samaritan Food Pantry, Richlands Area Chamber of Commerce and more, we are committed to helping our community grow and be the best it can be for all of us. ■

*For more on our community impact, check out our full Community Benefit Report at [ClinchValleyHealth.com](https://www.clinchvalleyhealth.com).*



# Meet Dr. Osa Osakue, MD

Dr. Osa Osakue comes to Clinch Valley Health from a General Surgery Residency in Youngstown, OH. She attended medical school at American University of Antigua College of Medicine. Dr. Osakue specializes in general surgical procedures, laparoscopic procedures, breast surgery, hernia repairs, gallbladder disease, dermatological surgery and colonoscopies. Dr. Osakue will see patients at her office at Clinch Valley Physicians Associates. Appointments with a provider may be made by calling 800.424.DOCS. ■

## 3 to Help Stay COVID-Free

Three simple actions to help stop the spread of COVID-19 and protect yourself, your family and your community

### 1 WASH YOUR HANDS

20 Seconds Minimum



Wash your hands frequently with soap and water for at least 20 seconds. If soap and water are unavailable, clean your hands with an alcohol-based sanitizer that contains at least 60% alcohol.

### 2 PRACTICE SOCIAL DISTANCING

6 Feet Minimum



Stay a safe distance – at least 6 feet apart – from others not in your household in both indoor and outdoor spaces. Six feet apart is about two arms’ length.

### 3 WEAR FACE MASKS

For Everyone’s Protection



Wear a face mask or cloth face covering that covers your nose and mouth in public spaces, even if you don’t feel sick. Face masks and cloth face coverings can help protect others and prevent both asymptomatic and symptomatic spread of respiratory illnesses like COVID-19.



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Richlands, VA 24641

## Could your next doctor visit be virtual?

Since the start of the COVID-19 pandemic, many providers are using telehealth as a safe, convenient alternative to an in-person visit. Could a telehealth appointment be right for you?

Telehealth visits are most appropriate for more routine visits to the doctor – such as if you are fighting a cold or sore throat, or have a question about a rash. Like an office visit, you'll be able to ask a provider questions, receive quality care and a prescription for medication if appropriate – all from the comfort of your own home!

To schedule a virtual telehealth visit, call your provider to learn if telehealth is an offered option and appropriate for the nature of your visit. If your visit qualifies, your appointment will be scheduled and you will receive an emailed link to begin your visit when the time comes. All you will need is a computer or mobile device equipped with a camera.

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## Ask A Doctor

have a few more openings for these types of visits than usual. If your child does not have a pediatrician, call 800-424-DOCS to get them connected with the right care today.

**QUESTION:** *I have a chronic health condition. What should I be doing right now?*

**ANSWER:** It's important to stay in touch with your healthcare provider. Don't hesitate to call with any questions or concerns you may have. Keep your regularly scheduled appointments. If you are concerned about coming to the office, ask your provider about the potential for a telehealth visit instead of an in-person visit. Don't skip any doses of your medications, and make sure you have enough medications and other supplies on hand in case you need to stay home for an extended period of time. Above all, continue to stay on top of your health and do everything you can to protect yourself, including practicing good hand hygiene, staying at home as much as possible, wearing a facemask and social distancing when you need to get out. ■

DISCLAIMER: The information and practices described in this newsletter are not intended as substitutes for a diagnosis or clinical or medical advice prescribed by a medical provider for an individual patient that is based on the individual's history, condition and current medical assessment. This information is not intended to be comprehensive about the subjects addressed and may include information that is time-sensitive and subject to change.