



PORTNEUF VALLEY FAMILY CENTER INC.

Pocatello Office:

*444 Hospital Way, Ste. 477
Pocatello, Idaho 83201
Phone: 233-7832 Fax: 233-7835*

Soda Springs Office:

*15 W. Center, Ste. 2
Soda Springs, Idaho 83276
Phone: 547-4470 Fax: 547-4640*

COVID-19 PVFC Practices for Health and Safety:

Stage 3 October 26th 2020

Due to the increase in COVID-19 cases in Idaho, PVFC's Soda Springs and Pocatello in-office appointments will return to TeleHealth treatment services; therapy, psychological testing, and medication management appointments will be offered by Telehealth only. Community based services provided in the community, are at the discretion of the provider. For community-based services, PVFC staff will maintain all cleaning protocols, and will continue to follow CDC, and PVFC health and safety guidelines.

People who are at a greater risk include those who are more likely to experience severe illness from COVID-19 and those whose conditions or circumstances might put them at higher risk of exposure or difficulty receiving care. Those 65 years of age and older, and people of all ages with underlying medical conditions, particularly if not well controlled. Such underlying conditions include, but are not limited to, chronic lung disease, moderate to severe asthma, severe heart conditions, weakened immunity, severe obesity, diabetes, liver disease, and chronic kidney disease that requires dialysis. People who are at risk because of health conditions or circumstances that might put them at higher risk of exposure or difficulty receiving care also include people with some types of disabilities who cannot avoid coming into close contacts with others who might be infected, such as direct support providers, people who have trouble understanding information or practicing preventive measures, or people who might not be able to communicate symptoms of illness.

In the Pocatello office, an essential prescription pick-up appointment may be utilized.

For existing consumers in our Pocatello and Soda Springs offices, please continue to call our office to schedule an appointment, provide insurance information/changes, make a payment, cancel, or reschedule an appointment. We encourage noncash transactions at this time.

PVFC will continue to eliminate the use of our waiting room and standing areas at this time.

For new consumers, please call the Pocatello or Soda Springs office to schedule an intake, or to begin new services with our medication management providers.

- ✓ If you are experiencing a crisis outside PVFC's business hours of 9:00-5:30 p.m. M-Fri please call our crisis line at 208-339-4665. For more information about mental health treatment services that PVFC provides, please check out our website at www.pvfcinc.com

Updated 10.26.20 -CP