



SOUTHERN INDIAN HEALTH COUNCIL, INC.

4058 Willows Road Alpine, CA 91901
Phone (619) 445-1188 fax (619) 659-3144
www.SIHC.org

COVID-19 FREQUENTLY ASKED QUESTIONS (FAQs)

1. What services will be available at the SIHC Alpine and Campo Clinic beginning 3/17/2020?

a. Medical Department Services

- Alpine Medical Urgent and Emergency Service (Monday – Friday 8:00am – 4:30pm)
- After Hours Nurse Triage Phone Line 619-445-1188 press 9 (open 24 hours/ 7 days a week)
- COVID-19 SIHC Triage Nurse Phone Line 619-445-1188 ext. 410 (Monday – Friday 8:00am -4:30pm)

b. Dental Department

- Dental Urgent and Emergency Service Walk-Ins (Monday – Friday 8:00am – 4:30pm)

c. Behavioral Health Department

- Urgent and Emergency Service Appointments (Monday – Friday. 8:00am-4:30pm)

d. Pharmacy Department

- No change to Pharmacy Services (Monday – Friday. 8:00am – 4:30pm)

e. Healthy Families

- All on-site and off-site events and classes have been canceled through April 10, 2020

f. Boys & Girls Club

- Closing through April 10, 2020

g. La Posta Substance Abuse Center

- Closing through April 10, 2020

h. Healthy Families

- All on-site and off-site events and classes have been canceled through April 10, 2020.

i. ROAM Unit

- Stationed at the Campo Clinic (Monday – Friday 8:00am – 4:30pm).

2. What do I do if I need a pharmacy refill?

- a. SIHC advises that you have a minimum of 60 day supply on hand. If your refills are required, please contact the SIHC pharmacy at your earliest convenience.

3. Is SIHC testing for COVID-19?

a. No. SIHC is screening all patients at this time. SIHC is not equipped to provide COVID-19 testing on-site. Patients that require testing will be referred to the appropriate testing facility.

4. Where can I get updated information about COVID-19?

a. Please refer to the CDC website <https://www.cdc.gov/coronavirus/2019-ncov/>

5. How is SIHC preparing for COVID-19?

b. COVID-19 signage has been placed throughout all high traffic areas of the clinic.

c. Patients are asked NOT to enter the clinic if they have cough, fever and shortness of breath or have traveled to a high-risk area.

d. A COVID-19 SIHC Triage Nurse Phone Line has been established. 619-445-1188 ext. 410

e. A COVID-19 link has been added to the SIHC website www.SIHC.org

f. A screening process has been initiated to ensure patient and employee safety.

g. A minimal staffing plan has been implemented to ensure essential services are available.