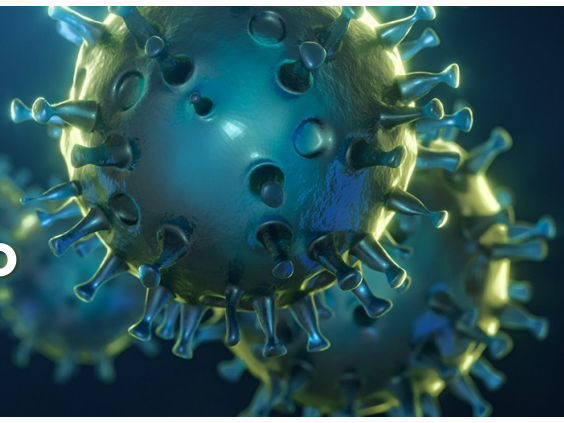
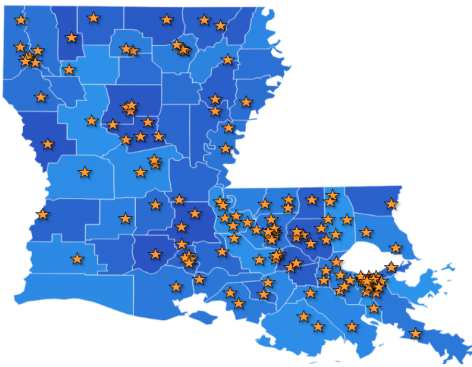


Answering the Call: Louisiana's Community Health Center Response to COVID-19



The Louisiana Primary Care Association (LPCA) serves as the trade association and collective voice of Louisiana's Federally Qualified Health Centers, commonly referred to as Community Health Centers.



LA HEALTH CENTERS BY THE NUMBERS:

- **39 FQHCs** in the state, including 3 Look-Alikes
- **285 facilities** across Louisiana, including school-based clinics
- **444,282 patients** served in 2018
- At least one health center site in **55 of Louisiana's 64 parishes**

SERVING COMMUNITIES IN NEED

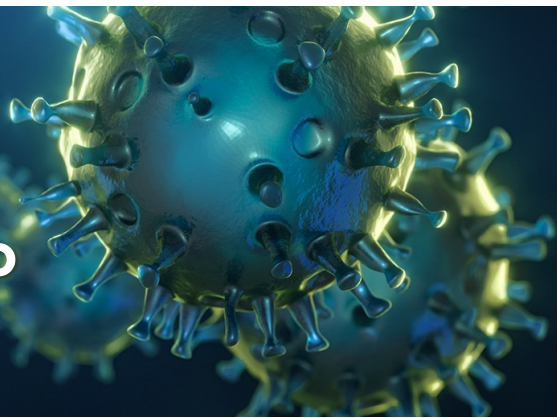
As Louisiana battles the novel coronavirus (COVID-19) pandemic, Community Health Centers uphold and reaffirm their commitment to serving the needs of their patients and communities during this critical time. Louisiana's Community Health Centers serve as vital components of our state's emergency response plan.

LPCA and Louisiana's Community Health Centers remain in constant communication with the Louisiana Department of Health, Office of Public Health and our federal partners at the Health Resources and Services Administration (HRSA). We also rely on guidance and shared best practices from the National Association of Community Health Centers.

Here are some of the ways in which Louisiana's Community Health Centers are responding to this emergency:

- All health centers are supporting the work of Louisiana's overrun hospitals by **addressing the rising demand for care**. They are assessing patient symptoms, and helping in conducting triage. All are involved in COVID-19 testing, with some even offering drive-thru testing services.
- In an effort to contain the spread of COVID-19 and reduce the risk for patients and providers, health centers have transitioned many of their services to **telehealth appointments**. This allows the patient to access a clinician from the safety of their home.
- Health centers have transitioned to **telephonic care** when applicable, and are providing **ongoing staff training around proper screening and testing protocols**. They are conducting staff temperature checks, cancelling all non-essential events, and providing telecommuting options for staff identified as high-risk.
- Routine dental visits have been postponed or cancelled. Health centers are still serving those needing emergency dental procedures.
- All school-based health centers are closed at this time.

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The Louisiana Primary Care Association (LPCA) is also meeting its obligation to support the work of Community Health Centers by supplying them with the tools, information, and resources they need to respond to the COVID-19 emergency.

ORGANIZATIONAL RESPONSE TO COVID-19

- Conducting biweekly informational calls with FQHC network
- Hosting a dedicated COVID-19 resources and information page on the LPCA website (page is updated daily)
- Coordinating and prioritizing FQHC supply and PPE needs
- Sending daily policy updates, informational bulletins, pertinent webinars and learning opportunities to member FQHCs
- Acting as liaison and coordinating communication between members and LDH/Medicaid

ADAPTING TO MEET THIS CHALLENGE

Community Health Centers are known for their ability to adapt and implement innovative measures to appropriately meet the needs of their communities. For over 50 years, health centers have served on the frontlines in emergencies and natural disasters.

With so much misinformation and misleading COVID-19 statements in the media, Community Health Centers have made it their mission to educate and inform patients and communities at large. Health centers work to ensure patients are armed with the facts and the knowledge they need to take appropriate precautions, without causing a panic.

Here are a few of the innovative ways that Community Health Centers are reaching their patients:

- **Health centers are hosting community events designed to share pertinent information about COVID-19.** Obviously, these can't be held in-person, so some health centers have hosted drive-thru events, held meetings online, and are taking full advantage of social media.
- Health centers are **producing a wave of new digital content** to inform patients and the general public. Many are producing informational videos on YouTube and Facebook Live. One health center provider even started their own daily podcast.
- One health center has established its own hotline that patients or the general public can call into to get the latest virus information and guidelines. This line is monitored 24 hours a day.
- All health centers are **working in lock step with local governments and community leaders** to share important personal hygiene information, information on COVID-19 symptoms, and instructions for accessing medical care.