



There is *hope* and we are here to *help*.

#PEAKVISTASTRONG

PEAK VISTA'S COVID-19 RESPONSE



In the recent weeks, Peak Vista's dedicated staff, along with several members of the medical community, have come together to address the COVID-19 pandemic. Our doctors, dentists, behavioral health care providers, nurses and clinical staff are on the front-lines, caring for YOU, our neighbors and valued community members, even in these uncertain times. We are doing our part and taking the necessary precautions to reduce the spread of COVID-19.

Peak Vista Community Health Centers (Peak Vista) is dedicated to providing the best and most effective care to our more than 94,000 patients throughout the Pikes Peak and East Central regions of Colorado. **Our doors and phone lines remain open to better address your needs.**

There is *hope* and we are here to *help*.

To ensure patients continue to have access, Peak Vista has enhanced our services to include:

Curbside Pharmacy: Peak Vista is now offering curbside pharmacy services Monday through Friday from 8:30am - 5:00pm. Patients picking up prescriptions at the following Peak Vista pharmacies may do so without leaving their vehicle or entering the building.

Expanded Services through Telehealth: Patients are now able to access a Peak Vista medical, dental and/or behavioral health care provider via a 'telehealth' appointment. This expansion of our services allows patients to address their needs from the comfort of their home.



The addition of telehealth behavioral health is crucial during this time for patients dealing with anxiety and worry related to the COVID-19 outbreak. "We have seen an influx in anxiety within the community during the rise of COVID-19," explains Vice President of Behavioral Health, Sherri Sharp, PhD. "Mental Health is a significant part of our overall health and it should not be dismissed simply as "worry" or "sadness" that will pass on its own. We urge individuals who are feeling distressed to schedule a behavioral health appointment to work through this together. You are not alone! Peak Vista will continue to support you."

To make an appointment, patients may call (719) 632-5700 or [click here to request an appointment online](#).

Your Support is Appreciated: Your support and contribution allows Peak Vista to remain a front-line health care provider addressing the COVID-19 pandemic, and enables us to continue providing care for our patients and community. We are proud to serve compassionate and caring communities and know that we are #PeakVistaStrong.

A MESSAGE FROM OUR CEO, PAM MCMANUS



We are facing a challenging time, and it is filled with great uncertainty, anxiety and restlessness. I want to assure you; Peak Vista is doing everything we can to ensure the safety of our patients and staff. I am amazed by the commitment, innovation, strength and kindness of our Peak Vista staff. Please have confidence in knowing Peak Vista will not only persist but continue to contribute to the health and well-being of our more than 94,000 patients within the Pikes Peak and East Central regions of Colorado.

Despite the isolation that we are asked to endure as individuals and families at this time, it is important to remember that we are all part of a powerful community. Peak Vista would not be able to provide exceptional medical, dental and behavioral health care during this COVID-19 pandemic without YOU: our families, our friends, our neighbors and community partners. These moments of uncertainty remind us that we are all connected, and we are called upon to be our best selves, with patience, understanding and compassion.

Peak Vista, and the communities we serve, will continue to thrive with your donations. Your generosity will provide the resources we need to continue caring for our growing patient population during this pandemic.

On behalf of Peak Vista and the patients we are privileged to serve, thank you for your generosity. I wish you and all those dear to you, good health, strength and fortitude as we weather the storm.

Thank you,

Providing exceptional health care to people facing access barriers through clinical programs and education.



CURBSIDE PHARMACY SERVICES AVAILABLE

In order to comply with social distancing recommendations and to increase efforts to mitigate further spread of Coronavirus (COVID-19), Peak Vista Community Health Centers (Peak Vista) is now offering curbside pharmacy services in two locations; Peak Vista's Pharmacy at Academy (3207 N. Academy Blvd, Colorado Springs, CO 80917, 1st floor) and Pharmacy at Union (225 S Union Blvd, Colorado Springs, CO 80910). "We are proud to offer this service to protect our staff and our patient population," comments Director of Pharmacy, Paul Reilly, RPh, MS. "We saw an increase of 30% in the month of March and we knew we had to make an adjustment to better serve our patients."

To use the Curbside Pharmacy service, patients are encouraged to call their Peak Vista pharmacy as normal and order a prescription refill. A pharmacy technician will walk patients through the process and answer any questions they may have. "This service is only for Peak Vista patients and I highly encourage those interested to become patients," comments Reilly.



CARE FOR THE VULNERABLE

One of the most vulnerable populations in our community are those who are experiencing homelessness. Peak Vista is taking new measures to protect people experiencing homelessness from the ongoing spread of Coronavirus (COVID-19) by temporarily relocating the Health Center at Rio Grande to the Springs Rescue Mission (SRM) campus.

The ongoing public health emergency has made it more obvious than ever that housing and health are essentially interlinked. In times when the public is advised to stay at home and quarantine or self-isolate, the need for a shelter or home becomes evident.

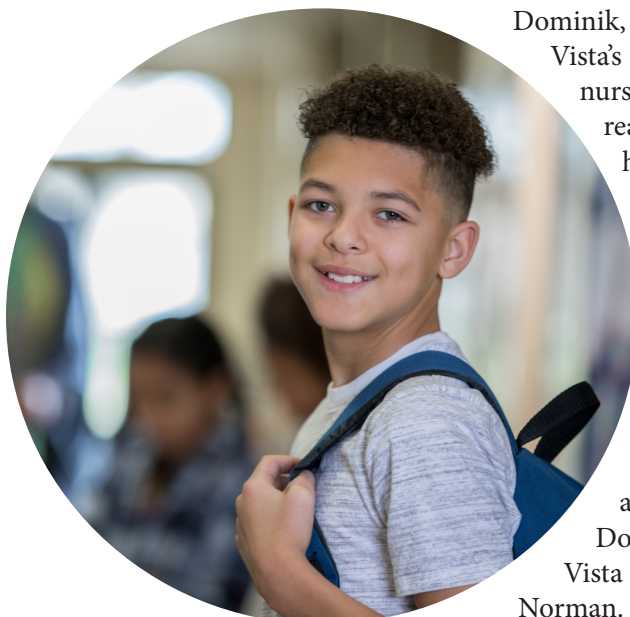


According to Peak Vista's Director of Health Equity, Anne Beer, "people who are experiencing homelessness have a higher incidence of chronic illnesses and shorter life expectancy. Because we know that underlying health conditions put people at higher risk, this translates directly to a higher risk for our homeless patients." Beer further explains, "shelters and encampments make hygiene, illness care, social distancing and isolation much more difficult if not impossible, further increasing risk."

One of Peak Vista's greatest responsibilities during the pandemic is to find ways to continue providing essential services for neighbors who are particularly at risk for COVID-19. "Protecting and supporting people experiencing homelessness is critical as they are some of the most vulnerable in our community," comments President and CEO, Pam McManus. "Our Health Center at Rio Grande staff are working hard to ensure we continue to deliver the best care and services possible during this public health emergency."

We are so grateful for our wonderful staff who are committed to finding new ways to care of our patients.

CARE IN THE NICK OF TIME



Dominik, a student at District 11's Mitchell High School, first heard about Peak Vista's Family Health Center at Mitchell High School through his school nurse. Dominik had visited the high school's registered nurse (RN), only to realize that she was unable to remove his sutures. Luckily, the new family health center, which is the first of its kind in Colorado Springs, is now co-located on the high school's campus. The school nurse referred Dominik to Peak Vista's Family Health Center at Mitchell High School. The health center staff discussed options with the nurse, as they wanted to ensure Dominik received the best care possible and in a timely fashion. "We were very concerned," comments Norman, Dominik's father, "I knew Dominik needed these sutures removed and I didn't want to risk waiting any longer."

Peak Vista's staff reassured the school nurse that the health center had availability and could treat Dominik right away. Within ten minutes Dominik and his father arrived and began the check-in process. "The Peak Vista staff were extremely friendly, welcoming and available," comments Norman. Dominik was seen by a Peak Vista provider and within minutes had his sutures removed and a follow-up appointment scheduled. Norman and Dominik have lived in the surrounding area for years, "Peak Vista are the best neighbors I could have asked for," comments Norman, "I plan on bringing my whole family to this location for all of our health care needs."

FIRST VISITOR DONATIONS

Our communities are in crisis mode. Parents are out of work, many children are no longer in school and resources are scarce. Peak Vista's First Visitor program continues to support families in our communities, so that we may all come out of this uncertain time with the tools and resources needed to succeed.



First Visitor is taking referrals as well as contacting those who we know to be affected by the ongoing COVID-19 pandemic. Peak Vista's focus remains on developing key relationships with families and caregivers. At each families or caregiver's convenience, we are providing phone education and care management; while continuing to connect families with the materials and resources they need. Through ongoing outreach efforts, we are finding that families need that telephonic connection right now, especially for real-time questions or concerns regarding; safe sleep, child stage development, how to learn through play, what children need to succeed, and of course - encouragement that they're doing a great job. To better address the needs of our communities, the First Visitor program is still in need of resources. Many of our families and caregivers are having difficulty finding diapers, wipes, formula, baby food, etc. for their children. Many store shelves are empty, or have less to offer. "We had one dad who purchased size 5 diapers for his 3 month old baby, because that's all he could find after searching multiple stores", comments Cassidy Palermo, Senior Director of Care Coordination, "any donations or help is appreciated as we come together and support each other in the community."

For more information on this program (i.e. become a volunteer, donate materials, etc.) please [click here to visit our website](#) or call (719) 344-6639.

WAYS TO GIVE



The Peak Vista Legacy of Care Circle was created to recognize those special individuals whose vision for Peak Vista and our community extends beyond their lifetime. To become a member, these individuals

commit a gift to Peak Vista in their estate plans - whether in their will, as the beneficiary of a retirement account or current life insurance policy, or by establishing a charitable trust to benefit Peak Vista Community Health Centers.

It is not about how much you invest - it's about believing in the mission enough that you want Peak Vista to continue caring for future generations. To join, or for more information, please contact (719) 344-6605 or Development@peakvista.org.



You can text to donate!

1. Text "PeakVista" to 444999.
2. Follow the prompts to donate.

*Standard message/data rates apply



Amazon Smile is a simple & automatic way for you to donate to Peak Vista without any additional charges. You will find the exact same low prices and vast selection but with the added bonus that **Amazon will donate 0.5% of your purchase to Peak Vista!**

Once you have visited smile.amazon.com, search for **Peak Vista Community Health Centers** and select **Ambulatory Health Center, Community Clinic.**

We'd love to hear from you!

To contact the Development department, e-mail us at Development@peakvista.org or call (719) 344-6605.

