



April 13, 2020

To all individuals served by Helio Health, Central New York Services and Insight House:

This notice is to provide you with updated information about what Helio Health, Central New York Services and Insight House are doing in response to the Coronavirus, also known as COVID-19.

**Your health and wellbeing is our top priority.** Our team is meeting twice a day to review any updates that may affect the way that we provide services to you. We have begun asking screening questions and taking individuals temperatures at the entrances at each program. We are adding two more screening questions, for a total of five questions, this week: “Have you been tested for COVID-19?” and “Have you lost your sense of smell or taste?”, which has been a common symptom for individuals testing positive for COVID-19. We are asking these questions to assess your risk, and ensure you receive care in the safest setting. Depending on your level of risk and needs, you may still be appropriate for in person services including Outpatient, Opioid Treatment Program, Inpatient or Residential programs.

If you have been tested for COVID-19, please call your counselor and let them know that you have been tested and any scheduled appointments you may have will be done with telehealth. Please keep your counselor updated with the results of the test. It is important that you are truthful with your answers to the screening questions. This helps us to make sure that you, other patients/residents and our staff are as safe as possible and to reduce the potential spread of COVID-19. Answering yes to any of the screening questions will not mean that you cannot receive services, including medication, from the program. The program staff will work with you to make a plan to provide services over the phone, or other telehealth options.

To that end, we are continuing to expand telehealth services including admission, individual and group counseling, psychiatric assessment and medication management appointment. In most cases, these services can be done with a simple telephone call. We are using a website/app called Zoom for some medical appointments which allow for you and your provider to see one another during the appointment. We have staff available that can walk you through how to use Zoom.

Please remember that the best way to protect yourself and others is to avoid close contact with others who are sick, cover your cough or sneeze with a tissue, then throw in the trash, or cough or sneeze into your elbow, avoid touching your eyes, nose or mouth and wash your hands often with soap and water for at least 20 seconds. If you are not feeling well, or have a fever with or without a cough, please stay home and reschedule your appointment when you are feeling better.

If you have recently traveled outside the US or to NYC, CA, or Seattle within 30 day OR have been in close contact with a person known to have COVID-19 AND have a fever and lower respiratory illness (e.g. cough or shortness of breath) or have recently lost your sense of smell or taste, please call your counselor, or the program, and let them know you are not feeling well and do not report to the program for services. It is important that you call your Primary Care Provider for further guidance. If you do not have a Primary Care Provider, call the local COVID-19 hotline or go to a local emergency department for evaluation if you are experiencing severe symptoms.

If you are not feeling well and experiencing a crisis, please contact your counselor or you can call the Regional Open Access for Addictions at 315-471-1564 to speak to a counselor.

Please let your counselor or a supervisor know if you have any questions.

Thank you,  
Lisa Mancini, Chief Clinical Officer  
Dr. Ross Sullivan, Medical Director  
Jeremy Klemanski, President & CEO

For Onondaga, Oneida and Broome counties, please contact Upstate University’s COVID-19 hotline at 315-464-3979. For Monroe County, please call the COVID-19 hotline at 585-753-5555.