

## High Plains announces patient safety precautions, new service options

As the COVID-19 situation continues to evolve, High Plains Mental Health Center is implementing additional measures to keep our staff and our clients safe, while also making sure we meet the needs of our clients.

Other than crises and inpatient psychiatric screens, we temporarily will discontinue providing most services face-to-face. Services will continue to be provided by telephone -- or by video conferencing, in some instances. This applies to clinical services, most medical services and case management/support services. Certain medications will continue to be administered in person. These changes will be effective Friday, March 20. This change was made to address growing client concerns about social distancing amid the novel coronavirus pandemic. Our staff will attempt to contact clients who have already confirmed in-person appointments this week to advise of the changes. These changes will be effective until at least April 3, and staff will re-evaluate at that time.

In addition, psycho-social rehabilitation groups and community trainings and events have been canceled, heeding the advice of state and federal health officials to practice social distancing. Placements for our Homeward Bound family respite program will be temporarily halted, with extra support offered to these families.

If you are in crisis and need to speak to someone right away, please call our 24/7 crisis hotline: 1-800-432-0333. Additionally, the National Suicide Prevention Lifeline can be accessed by calling 1-800-273-8255 or texting to 741741. In addition, we are proud to offer free, enhanced access to 7 Cups of Tea, an online emotional wellness tool. This can be accessed at <https://www.7cups.com/p/highplains/>, pass code is highplains for new members.

We understand this is a difficult time for all, and our staff is committed to providing the best level of care possible to our clients and communities. We look forward to returning to regular services in the near future and appreciate your patience and support as we navigate these unprecedented events. Despite these current, challenging circumstances, we are still Here for You.