

COVID-19 SCREENING and TESTING

We are working fast and furious, along with the entire community, to make sure that we are providing our communities with the best care possible, all the while keeping care givers and staff safe. Below are some of the measures we will have available to our community starting Monday, March 23rd:

PATIENT SCREENING CALL CENTER

PHONE (417) 347-6444

Available Monday - Friday, 8:00 AM to 5:00 PM

- If anyone suspects they may have COVID-19 symptoms, please call the Patient Screening Call Center.
- Call Center staff will go through a verbal screening process with patient and gather appropriate patient data and contact information.
- Should the patient meet the screening criteria to have a COVID-19 test, they will be given an appointment time and provided instructions on how to obtain that testing from the COVID-19 Drive Thru Testing site.
- This site will be at the Thousand Oaks Building located at 1905 West 32nd Street – Joplin, MO.
- Should the patient not meet the verbal screening criteria for a COVID-19 testing, they will be provided with documentation that they did not meet the criteria for COVID-19 testing. Currently, the plan is to send that documentation electronically (e-mail) directly to the patient.
- Patients not meeting screening criteria for testing will be advised to contact their physician or healthcare provider should they desire to have continued healthcare services based on their condition(s).

COVID-19 Drive-Thru Testing Site

Thousand Oaks Building located at 1905 West 32nd Street – Joplin MO

- The Drive-Thru Testing site is a joint operation between Freeman Health System, Mercy Hospital Joplin, Jasper County Health Department, City of Joplin - Police Department and Health Department, and QUEST Labs.
- Testing will be provided on Tuesday and Thursday from 2:00 PM to 6:00 PM by appointment only. This is subject to change as conditions warrant.
- Entry into the parking lot will be monitored and directed by the Joplin Police Department.

- The City of Joplin will have a listing of patients approved for testing and their arrival time.
- Any individuals arriving to the testing site without approval for testing will not be allowed to continue into the site. Exception will be made for patients seeking care with other healthcare providers in the Thousand Oaks building.
- Individuals without screening appointments will be directed to contact the Patient Screening Call Center to go through the screening process.
- Patients with screening appointments will be directed to a Drive Thru Testing area located on the South side of the Thousand Oaks building.
- The Drive Thru Testing staff will handle all patient registration and complete the appropriate diagnostic testing.
- Testing Patients will be provided with information on what to expect after their testing procedure has been completed.
- COVID-19 Tests will be conducted by Quest Labs.
- Results can be expected in 1 to 4 days.
- Results from Quest Labs will be provided back to the Joplin Health Department and to the appropriate Freeman or a Mercy ordering physician.
- Test results will be made available to a patient's Primary Care Provider if patient identifies their primary care provider information during the screening process.
- Patients will be advised to contact their primary care physician or healthcare provider should they desire to have continued healthcare services based on their condition(s).