Asante Health System: Hotline and Collection Site Information

Asante COVID-19 Hotline
The Asante COVID-19 hotline is a free service staffed by registered nurses who can answer questions and help determine a person’s next steps to make sure they can access appropriate medical care. Calls to the hotline are answered from 8 a.m. to 5 p.m., seven days a week.

People who are ill with influenza or the COVID-19 virus may have a fever, cough, and shortness of breath. If a person has these symptoms and is not experiencing a medical emergency, he or she can call their health care provider first, or the Asante COVID-19 hotline at (541) 789-2813.

It is highly recommended a person calls their doctor’s clinic or the hotline before going into a medical clinic, urgent care or emergency department.

Calling ahead for medical advice from a health care professional and receiving appropriate care while at home, can help stop the spread of the virus to others.

Asante Drive Through Collection Site
At Asante, we are looking at every possible area of our care processes to make sure we’re prepared for an influx of patients during the COVID-19 pandemic. Several steps that Asante is taking will help slow the spread of the infection. By slowing the infection rate, there’ll be less stress on health systems and fewer hospital visits on a given day. We may see the same number of patients, but they’ll be spread out over a longer period of time rather than clustered together all at once.

On Friday, March 13, Asante opened a mobile collection site for COVID-19 specimens at a location away from its hospitals and medical clinics to help reduce the risk of exposing other patients and our health care workers to the disease. Having the mobile collection site keeps people out of doctors’ clinics, urgent care and emergency departments where there is a high risk of exposing others.

To be tested for COVID-19 at the Asante mobile collection site, a person MUST have an order from their doctor.

To get a doctor’s order, a person must:

- First, call their own medical provider’s clinic. (If the person does not have a primary care provider, call the Asante COVID-19 hotline at 541-789-2813.)
- Meet COVID-19 testing criteria as determined by the CDC and Oregon Health
Please print the Reporting Guidelines

Authority
- Receive a doctor’s order for testing from their medical provider
- Once the test has been ordered, the person will receive directions to the Asante mobile collection site from their provider. A doctor’s order can come from any primary care medical provider in Jackson County.

Since flu season is still in effect, and the CDC and Oregon Health Authority recommend testing for influenza before COVID-19, the doctor may give orders to have both tests collected at the same time.

Current Situation in Jackson County

On March 7, 2020, Jackson County Public Health announced two confirmed COVID-19 cases. As of March 20, 2020, at 4:39 PM, there have been no new confirmed cases of COVID-19 identified through testing.

Jackson County Health and Human Services have its Department of Operations Center activated, and the Jackson County Emergency Operation Center is fully activated.

Jackson County Health and Human Services has a COVID-19 website, the number of confirmed cases in Jackson County can be found on this page. It is updated daily. You can also find this information on the Oregon Health Authority website.

For recent guidance, it is best to review the executive orders from the Governor, as new guidance is being issued regularly. These can be found on the Oregon Health Authorities COVID-19 website; there is also a link on the Jackson County Health and Human Services COVID-19 website. The Oregon Health Authority and Centers for Disease Control are good resources for additional guidance.

Resources:
- OHA Emerging Respiratory Disease page: www.healthoregon.org/coronavirus
- Jackson County Health and Human Services: http://jacksoncountyor.org/hhs/COVID-19

The mission of Jackson County Health and Human Services is to plan, coordinate and provide public services that protect and promote the health and well-being of county residents.