



Bootheel Counseling Services

Your Window of Opportunity
www.bootheelcounseling.com

Mental Health Crisis Line
1-800-356-5395

MAIN OFFICE
760 Plantation Blvd.
PO Box 1043
Sikeston, MO 63801
(573) 471-0800

FAMILY MEDICAL CLINIC
760 Plantation Blvd.
PO Box 1043
Sikeston, MO 63801
(573) 471-0800

BRANCH OFFICE
1017 Hwy. 25 North
PO Box 289
Bloomfield, MO 63825
(573) 568-2260

Dear Valued Customers and Community Partners,

As we all work to ensure the health and safety of our communities during this unprecedented time, Bootheel Counseling Services has implemented an interim operational plan that is designed to minimize exposure risk through a different medical model. This plan will be assessed daily as the nation's response to the coronavirus outbreak continues to evolve.

Our top priority is the safety of our customers, employees, and our communities as we continue to serve. We are following recommendations by the Missouri Department of Health and Senior Services, the Center for Disease Control (CDC) and the World Health Organization (WHO). With these changes please know that we are still here for you and will make efforts to assure your needs are being met. Please share this important information with those who may need our services:

Behavioral Health

- For any new appointments call 573.471.0800.
- For behavioral health counseling, medication management and any clinical appointments already scheduled we will contact you via phone and services will be provided by telephone or available telehealth measures.

Family Medical Clinic

- Primary Care appointments will be assessed and handled via phone or telehealth as well. For any appointments scheduled we will call ahead of time. In order to minimize risk and "flatten the curve" we are not equipped to see "sick" patients in the family medical clinic due to shortage of personal protective equipment (PPE). As always if you are experiencing a medical emergency please call 911.

More details about our behavioral health services are below.

Behavioral Health

- Community support, therapy and psychiatry services will be provided via telehealth or telephone. Customers are being contacted to alert them of this change in protocol.
- All in-person group behavioral health programming has been temporarily suspended.
- Clubhouse group activities have been temporarily suspended.
- We have temporarily restricted our walk-in clinic services.
- Crisis services are being restricted as best we can to phone or telehealth as suggested.
- If you or someone you know is experiencing a behavioral health crisis please continue to call 1.800.356.5395. Our crisis team is continuing to handle crisis coverage, and if able will provide assessment through the aforementioned methods.

PLEASE NOTE: Customers will be contacted by a Bootheel Counseling Services staff member with instructions on how to complete the appointment at the scheduled time via telemedicine. Please call 573.471.0800 if you have not already heard from us.

Providing Excellent Comprehensive Health and Mental Health Care that will maximize the human potential and quality of life for the individuals and communities served.

