

The Spectrum BANDWIDTH

October 12, 2020 – Columbia, Missouri

Dear Friends and Supporters:



It's hard to believe that we are three months away from the end of 2020! This year has shown what is possible and what is important in our daily lives. We have all become more flexible and creative problem solvers, it's for sure we have had our fair share of hurdles to overcome.

During this year, Spectrum Health Care has focused its mission and refined our programs to ensure that we are meeting the health needs of the communities we serve. We have launched telemedicine, introduced new self-care programs, and added an additional practitioner in our Clinic. SHC, just like you, has found ways to find the positive and hopeful prospect in all this chaos. We know that this has been disruptive, but we also know that our new normal is innovative, timely, with even better services and care than we provided before.

As times change surrounding this health crisis, so do our safety protocols for in-person interactions with clients, patients, visitors, and our staff. You may find our COVID-19 Safety Protocols on our [website](#).

At Spectrum Health Care, we sincerely hope that you have been able to find your silver lining and have been able to craft your new (and better) normal.

As always - Best Health, Stay Safe,

Cale Mitchell
Executive Director



#SpectrumHealthIsBetterHealth #WeAreHereForYou
#SocialDistancing #WearAMask #WashYourHands

[Website Revamping](#) – [Flu Season](#) – [Wavelength Health Plan](#) – [Look-a-Like Health Center](#)
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Progress Has Never Been Timelier!

While COVID-19 has presented many challenges, for Spectrum it showed how important our website is; now that in-person interactions have been limited. The pandemic has made it challenging to use our traditional methods to interact with clients and patients or provide immediate information on our services and mission with these new barriers. To increase access to SHC information and health topics, we have spent the last two months updating and expanding our website, agency updates, and social media presence. These regularly scheduled information shares can be found on all our platforms; [Facebook](#), [Twitter](#), [Instagram](#), [LinkedIn](#), and [our website](#).



One entertaining aspect of this expansion is the introduction of scheduled blog posts by our staff. [Our first offering](#) went out last week regarding the STD/STI/HIV testing numbers seen since the onset of the pandemic. Take a read! We found the data and details to be quite telling. To that end, we have already begun additional steps to find solutions to what we see as a significant need in the foreseeable future, due to how this crisis is impacting all of our service delivery.

It is Time for Your Flu Shot!

Flu season is upon us and all of us need to make sure we are protected from this respiratory virus. Each year between 9 and 45 million are affected, and we do not want you to be part of this group. Pharmaceutical companies must keep up on the global Flu trends to determine what viral strains will be included in each year's vaccine. Sometimes the manufacturer doesn't get the right mix of Flu types (Flu vaccine covers only three to four strains each year), **BUT** it is important to note that those who get the vaccine have much milder symptoms regardless of the strain they contract.



An important thing to understand about the Flu vaccine is about the vaccine process itself. For a vaccine to go to market, in the United States, it must be shown to be safe and at least [75% effective](#). Most of the time the Flu vaccine is much more effective and is safe for those who do not have allergies to its core components, like eggs. Additionally, please note that the Flu vaccine **WILL NOT** give you the Flu, the vaccine does contain genetic material from the viral strain that forces our body to produce antibodies. The viral material that is used is dead, non-active DNA. If you happen to get the Flu right after your vaccination, it is an unfortunate coincidence.



If by chance you do contract the Flu virus it is important to know the signs and symptoms; because if you catch it early, there are medications that can be prescribed to lessen the severity of the infection. If you have the following, contact us (or your health care provider) within

the first 24 hours of symptoms onset.

- Sudden onset of high fever
- Headache, muscle aches and joint pain
- Cough (usually dry)
- Chills
- Sore throat
- Nasal congestion and runny nose
- Fatigue
- Stomach symptoms such as nausea, vomiting or diarrhea may occur, but are more common in children than adults.

In our Clinic you will be given a rapid Flu test to confirm the diagnosis prior to being given prescribed medication.

In addition to Spectrum Health Care, any primary care location can give you the Flu vaccine but if you are looking to get a little something extra (like fuel points) check out these locations for your vaccination. [Hy-Vee](#) · [Schnuck's](#) · [Gerbes](#)

Note: If you have insurance, SHC and most providers offer this service at no cost.

Wavelength Health Plan

Even with the establishment of the Primary Health Clinic in 2017, we found one thing in the healthcare system that we couldn't fix by simply creating an accessible, caring provider of services – **health**

insurance! So, we have created an affordable and accessible health care program to assure that our uninsured patients have access to outstanding care and affordable payment options. We are excited to make available to our patients and others in the community the new *Wavelength Health Plan!*

WAVELENGTH
HEALTH PLAN

This plan has been designed as a product to help fill the gap left by many major medical insurance plans as well as for those unable to afford those major medical plans. *Wavelength* is affordable and helps those most in need ensure they have access to care at our Clinic. ([select image for larger view](#))

SERVICES INCLUDED	80% BASIC	80% STANDARD	80% PREMIUM
<ul style="list-style-type: none"> Annual Physical Exam (including) Basic Laboratory (Hemoglobin - Basic Chem Panel) Basic Laboratory (Glucose, Serum Creatinine, Vitamin D, Complete Metabolic Panel and Complete Blood Count, Urinalysis) Markers, Inflammation's Markers STI Screenings Ultrasonography Blood Pressure Testing Cholesterol Testing Annual STI/STD Testing - HIV, Chlamydia, Gonorrhea, Syphilis 	✓	✓	Excluded - where applicable
<ul style="list-style-type: none"> Annual Flu Shot (does not require an office visit, only an appointment is necessary and not always available) 	✓	✓	✓
<ul style="list-style-type: none"> Hepatitis A/B Vaccine 	n/a	n/a	✓
<ul style="list-style-type: none"> Office visits (beyond Annual Exam) 	4 visits	6 visits	Unlimited
<ul style="list-style-type: none"> Telemedicine Consultations (via telephone, cell phone and/or video) 	6 visits	10 visits	Unlimited
<ul style="list-style-type: none"> Integrated Behavioral Services 	n/a	n/a	4 visits
<ul style="list-style-type: none"> Referred to partners for specialized services, testing, and treatment 	✓	✓	✓
<ul style="list-style-type: none"> Access to registered dietitian for nutrition, diabetes, and more 	✓	✓	✓
<ul style="list-style-type: none"> Nutritional Services, Care Services, Mental Health Services, etc. 	✓	✓	Excluded

The Plan is simple, by subscribing and paying a low monthly fee you receive basic medical care when you need it with no deductibles or out-of-pocket expenses for any services provided in your plan. We have designed three different levels to provide the services you need and allow regular visits so your health care is preventative rather than reactive. This Plan allows you the freedom to see our Clinic providers without the worry of added costs.

Wavelength provides tiered service options and payment plans to ensure that those most in need have access to primary care when they need it at our Clinic and/or via telehealth services.

Please visit our [website](#) or [contact us](#) for more information and let us help you get the health care you need!

Look-Alike Health Center Certification Underway!



One of the things that has always made Spectrum Health Care unique is its forward-thinking approach to solution-building in the healthcare realm. Now more than ever health care has to be a barrier *breaker* not builder, which is why we have begun the work to gain our [Health Center Look-Alike](#)

([LAL](#)) certification. This elite group of designated providers provide policy and planning for every service delivered by the center, it is so elite that there is only [one other organization](#) in Missouri that has gained certification. Yearly certification is granted and monitored by the US Health Resources & Services Administration (HRSA) and is often a multi-year process to obtain.

Look-alikes were established to maximize access to care for medically underserved populations and communities by allowing entities that do not receive Health Center Program funding to apply to become part of the Health Center Program. Look-alikes ensure health care for the Nation's underserved communities and vulnerable populations through service provision to all, regardless of ability to pay.

So, what does this mean for our patients and the agency? First and foremost, for our patients, it ensures that we are providing the best services in the most effective way possible; every step of every process is documented and reviewed as part of certification. This goes a long way to provide comfort to our patients that their medical interactions are demonstrated best practices for optimal outcome. For the agency, it demonstrates the capacity to ensure that services are delivered in a highly

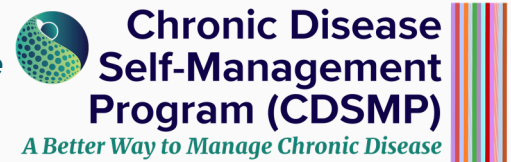


competent and fiscally responsible way.

While this designation doesn't directly have funding attached to it, it does make the agency more competitive on its applications for targeted service delivery. Our goal is to have our application submitted in early 2021, then have our first site visit scheduled shortly thereafter. The LAL application process is something that we are looking forward to; and we are glad that we can offer this amazing designation to the central region. This is not a speedy or easy process and is taking the entire SHC team to reach the finish line, but we believe that our patients deserve the best so we will gladly do the work.

Positive Living with Chronic Disease

Spectrum's Chronic Disease Self-Management Program "*Positive Living with Chronic Disease*" and "*Positive Living with HIV*" are each seven-week workshops designed to empower patients living with a chronic condition by improving their skills in medical, and emotional management.



The program is one of the most well-studied, evidence-based self-management programs available, backed by over 30 years of federally-funded research. It is also one of the most highly-replicated chronic disease self-management programs worldwide, offered by numerous organizations in at least 19 countries. Over time the program has been adapted for specific diseases and targeted populations.

SHC is completing our first year of capacity building which was funded by the Ryan White Part C Capacity Development Program. We are now setting our schedule for workshops to begin in early 2021. Workshops have been designed to be fully virtual, but we plan to offer in-person workshops once the current health safety concerns have been remedied. All you need to participate is a computer with audio and video capabilities, a cell phone, or tablet.

For more information, to register for a workshop, or to discuss this program further, [contact us](#) via our website.

STD/STI/HIV Testing is Back!

It seems like we find many of our articles begin with "Before COVID-19", and this one is no different. Before COVID-19 we offered Spectrum After Dark, a walk-in STD/STI/HIV testing experience. These donation-suggested services provided more than 2000 individuals with testing and treatment for a variety of conditions in 2019. Additionally, we were able to connect those in need with additional services like, primary care, insurance navigation, and sexual health education. Now that we are working within our



pandemic plan, we had to modify our testing plans -- multiple times.

We have worked out all of the possible barriers and we are excited to introduce you to Full Spectrum Testing. This program builds on the success of our previous efforts but gives you more flexibility in scheduling. Additionally, we were able to connect those in need with additional services and resources, including primary care, insurance navigation, free condoms and sexual health education.

Our certified testers will be ready and waiting for your scheduled appointment. The [SHC website](#) will be your first stop to access all your testing needs, this new booking system will provide more appointments at different times during the week, including Saturdays.

- Rapid HIV Testing
- Chlamydia & Gonorrhea Testing
- Syphilis Testing
- Condoms, Lube, & Dental Dams
- Sexual Health Education
- Bridge to PrEP services



Our services are provided without a fee attached, but we do suggest a donation to help cover the costs of the tests performed (\$20.00/visit). If you are unable to make a donation, please don't let that prevent you from getting tested, as we will happily conduct all STD/STI/HIV related testing services at no charge.

Get Involved!



We have several opportunities that would help our agency and give you – our clients, patients, partners and supporters – ways to impact the direction of the agency and our services to better meet the needs of the community. Everyone has expertise to share and we are hopeful that you will share yours with us!

The first, and arguably, easiest option is to simply share. Share what SHC is doing to impact health in our region. Whatever your chosen form of social media is, we probably have content for you to share. We are on [Facebook](#), [Twitter](#), [Instagram](#), and [LinkedIn](#). Getting the word out about our services is one the most challenging things we have to do, but if we are all involved it becomes a mighty movement to improve access to health care.

Now, if you are seeking more tangible efforts, we have some excellent suggestions below:

Board Member Service – We are seeking new and diverse board members, throughout our 37 county region. We conduct board meetings on a monthly basis and currently our meetings are

virtual. These mission-driven meetings are focused and kept on task to ensure we cover agenda items. Anyone with an extra 1-2 hours a month and a desire to help facilitate change and the growth of our agency is welcome to apply. Medical, pharmaceutical, legal, and human resource experience is a plus, but not required. If interested in more information, [contact us via our website](#).

STD/STI/HIV Testing and Outreach – Much of our testing is conducted by trained interns and volunteers at our Clinic. Additionally, part of our Prevention Education and Testing program includes outreach and distribution of safer sex supplies to businesses, bars, etc. With the new testing schedule coming out this month and more businesses reopening, additional volunteers are needed. If this is of interest to you, reach out to see what is involved, training required, and schedules needed. [Contact Us](#)

Trauma Informed Care (TIC) Advisory Group – We are looking for individuals to help incorporate the [TIC fundamentals](#) and ensure we are implementing and solidifying into practice the best-practices in this approach to treatment and service. Those interested in assisting in this area should have a basic understanding in the philosophy of TIC (see link above). You can certainly do some research and bring your knowledge level up, and we encourage you to do so. If you feel you are ready to address this, sometimes, emotionally difficult subject matter please reach out. You can [contact us](#) here for more information.

Fundraising – As with any organization, fundraising is a key volunteer role that requires ongoing additions to the team. While we are still in the midst of "no large in-person events" we are seeking individuals at this time to assist with virtual events. This includes coming up with the ideas, developing them, and then implementing them. This is an area where our volunteers can utilize their creativity and originality to help fund the mission of Spectrum and provide services for those un- or under-insured. These volunteers will work hand-in-hand with the marketing and fundraising team and the Executive Director. [Contact Us](#)

1123 Wilkes Boulevard, Suite 250
Columbia, Missouri 65201-4774

P: 573-875-8687

F: 573-875-8659

TF: 800-785-2437

www.spectrumhealthcare.org



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