



COMBATTING COVID-19

March 2020

- Packard Health formed a COVID-19 Response Team on March 9, comprised of the Executive Director; Chief Operating Officer; Medical Director; Director of Nursing; Director of Quality and a Packard Health Family Medicine physician
- Packard established administrative, environmental, and infection procedures and protocols to maximize patient and staff safety
- The first confirmed case of COVID-19 in Washtenaw County was announced on March 13
- Staff meetings moved to a remote platform on March 13 and frequency of meetings was increased to improve communication and to enhance staff and patient support
- On March 30, Packard launched telehealth services
- Packard temporarily closed the doors of two of its locations, Packard West at 1915 Pauline Blvd. in Ann Arbor; and Packard Ypsilanti at 200 Arnet St.
- Packard's Main location at 3174 Packard Rd. remained open

April 2020

- Patient visits moved swiftly to telehealth, though in-person primary care appointments remained available at the Main location
- While primary care visits have decreased since the pandemic hit Washtenaw County, behavioral health visits have increased
- All behavioral health visits are conducted via telehealth

May 2020

- By early May, Packard began seeing patients released from area hospitals after treatment for COVID-19
- On May 7, Packard opened a drive-thru COVID-19 testing site at the Perry Early Learning Center in Ypsilanti in collaboration with Washtenaw County Department of Public Health and Ypsilanti Public Schools

- Fifty percent of COVID-19 cases in Washtenaw County have been among residents of 48197 and 48198 zip codes, zip codes with predominantly Black residents
- In 2019, 40% of Packard's 11,800 patients were living in one of those two zip codes

June 2020

- On June 8, Packard's administrative staff, most of whom had been working remotely since the outbreak began, relocated to 5200 Venture Drive, a building donated to Packard Health in December 2019 that will be opened as Packard's fourth health location in 2022
- In order to meet the healthcare needs of Ypsilanti residents, Packard reopened its Ypsilanti location on June 22
- COVID-19 testing in Ypsilanti continued with approximately 500 tests conducted weekly

July 2020

- Packard reopened its West location on July 20
- Demand for COVID-19 testing at Packard's Ypsilanti site increases
- An air-conditioned, modular structure was constructed by Packard Health to replace the tents used at its Ypsilanti testing site
- Architects working on the design of 2650 Carpenter Rd., the replacement location for the original Main location, are incorporating new design elements in response to COVID-19