



COMBATTING COVID-19

May 2021

- Packard Health opened scheduling for the Pfizer COVID-19 Vaccine to adolescents ages 12-15 years old in accordance with the U.S. Food and Drug Administration (FDA) expanded emergency use authorization approval.
- In conjunction with AARP Ride@50+ Program, Packard Health is promoting free and accessible transportation to and from COVID-19 vaccination appointments to any person of any age and ability in Washtenaw County.
- As of May 18, 2021, over 5,423 COVID-19 vaccines had been administered by Packard Health.
- Due to a decrease in demand for COVID-19 testing, Packard Health closed its testing site with final appointments on May 27, 2021.

April 2021

- Packard Health continued vaccinating eligible individuals for COVID-19. Eligibility opened to patients and non-patients who were 18 or older.
- To expand access, a new COVID-19 vaccination suite opened in the same building as Packard Health's Ypsilanti office location at 200 Arnet St., Ypsilanti, MI 48198, in Suite 110.
- A self-scheduling appointment system was launched for individuals to select an appointment for vaccination more easily.
- COVID-19 vaccine appointments became available at all office locations by appointment.

March 2021

- Packard Health began vaccinating eligible individuals for COVID-19 as supply steadily increased.
- Staff delivered vaccines to individuals in the community with mobility or transportation barriers with new transport vans.

January 2021

- COVID-19 testing continues at the 2650 Carpenter Rd. CarePort. Packard Health offers both rapid tests and PCR lab tests.
- As of January 25, 2021, Packard Health has administered a total of 7,538 COVID-19 tests.
- Packard Health administered the second COVID-19 vaccine dose to staff that chose to be vaccinated on January 27 & 29, 2021.

December 2020

- Packard Health administered the first COVID-19 vaccine dose to staff that chose to be vaccinated on December 30, 2020.

November 2020

- The COVID-19 testing site moved to 2650 Carpenter Rd., Packard's future Main location. Testing takes place in a drive-thru 'CarePort,' an existing commercial garage attached to the building. Flu vaccinations are also provided at this location.
- As of November 5, 2020, Packard Health has administered a total of 2,700 COVID-19 tests in 2020.

August 2020

- The COVID-19 testing site moved to Second Baptist Church in Ypsilanti in late August to accommodate on-site learning at Perry Early Learning Center.
- The number of individuals tested for COVID-19 weekly held steady at 300.

July 2020

- Packard Health reopened its West location on July 20, 2020.
- 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.

June 2020

- On June 8, 2020, 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, 2020.
- COVID-19 testing in Ypsilanti continued with approximately 500 tests conducted weekly.

May 2020

- By early May, Packard began seeing patients released from area hospitals after treatment for COVID-19.
- On May 7, 2020, 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 were among residents of 48197 and 48198 zip codes, and zip codes with predominantly Black residents.
 - In 2019, 40% of Packard's 11,800 patients were living in one of those two zip codes.

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 increased.
- All behavioral health visits are conducted via telehealth.

March 2020

- Packard Health formed a COVID-19 Response Team on March 9, 2020, 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, 2020.
- Staff meetings moved to a remote platform on March 13, 2020 and frequency of meetings was increased to improve communication and to enhance staff and patient support.
- On March 30, 2020, 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.