



Urgent NEMT COVID-19 Communication for members

March 31, 2020

The state has given advice in response to the virus.

How to protect yourself

The best way to protect yourself and stop the spread of germs:

- Wash your hands often with soap and water for at least 20 seconds
- Do not touch your eyes, nose or mouth
- Stay away from people who are sick
- Stay home when you are sick
- Cover your cough or sneeze with a tissue. Throw the tissue in the trash
- Clean objects and surfaces you touch a lot

How we are helping to protect you:

We want to let you know how we are helping decrease the spread.

- All non-urgent appointments are being reviewed with each member
- Stay home If you or someone in your home is sick
- Call your medical provider for advice if sick
- They will help determine if you should come to an appointment
- If they say you should come in to be seen:
 - Call NEMT at **1-877-875-4657** for a free ride
 - We will help locate a transport driver for you

Before you ride:

NEMT may ask you some questions before your travel:

1. Is your medical appointment urgent?
2. Are you or another member of your home sick?
3. Have you been in contact with anyone who is sick?

Eastern Oregon Coordinated Care Organization must follow state and federal rights laws. We cannot treat people unfairly in any of our services or programs because of a person's age, color, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation.

ATENCIÓN: Si habla español, hay disponibles ser vicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-888-788-9821 (TT Y: 711).

Things to Know:

- You have the right to decline a ride from a driver, if you think they are sick
- Drivers can decline to drive you, if they think you are sick
- If you or the driver declines the ride, NEMT will help you make other arrangements for transportation
- Drivers will be cleaning their vehicles before and after every trip
- Drivers will be washing their hands often. They may use gloves or a mask.

If you have questions, please call Crystal Ross at (541) 288-9303 or Dan Foster at (541) 705-4129. You can also visit www.gobhi.org or www.eocco.com for updates.

Dan Foster

Other formats

You can get this document in a different format. You can also get any letter from us in a different format. You can ask for another language, large print, a computer disk, audio tape, spoken presentation or Braille.

Please call EOCCO Customer Service at 1-888-788-9821. TTY users, please call 711. The office is open Monday through Friday, 7:30 a.m. to 5:30 p.m. PST.

Otros formatos

Usted puede recibir este documento en un diferente formato. Usted puede pedir por otro idioma, letra grande, disco, cinta de audio, presentación oral o Braille.

Por favor llame Servicio al Cliente al 1-888-788-9821 para solicitar el formato que usted necesita. Usuarios de TTY marque 711. Están abiertos de lunes a viernes, de 7:30 a.m. a 5:30 p.m. PST.

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