



April 17, 2020

TO: Patients of MercyOne Medical Group-Central Iowa

**SUBJECT: Important Update to Our Urgent Care Clinics and
Fever and Upper Respiratory Infection (FURI) Clinic**

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To our patients:

MercyOne is committed to keeping our patients, employees and providers safe during the COVID-19 pandemic, while continuing to provide high-quality care.

In the spirit of patient and employee safety, MercyOne Medical Group-Central Iowa will be temporarily consolidating our urgent care clinics and establishing a clinic specifically for patients with fever and upper respiratory infection (FURI) symptoms. We understand these temporary changes will impact our patients and communities. It is important to take these steps now to better serve you and all our patients in a safe manner, as well as to consolidate necessary resources and to preserve personal protective equipment (PPE).

**Fever and Upper Respiratory Infection (FURI) Clinic
Beginning Sunday, April 19**

- MercyOne East Village
1350 Des Moines St., Des Moines
515-643-0833
Mon-Fri | 8 a.m. – 8 p.m.
Sat-Sun | 9 a.m. – 4 p.m.
 - Serving ALL ages: Staffed by family medicine and pediatric providers
 - East Village primary care providers have temporarily relocated to MercyOne South Des Moines Family Medicine Clinic

**Urgent Care Clinics Change in Hours
Beginning Monday, April 20**

- MercyOne Clive Urgent Care Clinic
601 NW 114th St., Ste. 255, Clive
515-222-7000
Mon-Fri | 8 a.m. – 8 p.m.
Sat-Sun | 9 a.m. – 4 p.m.
- MercyOne Pleasant Hill Urgent Care Clinic
5900 E University Ave., Ste. 100, Pleasant Hill
515-643-2400
Mon-Fri | 8 a.m. – 8 p.m.
Sat-Sun | 9 a.m. – 4 p.m.

MercyOne Urgent Care Clinics Temporarily CLOSED Beginning Saturday, April 18

- Indianola Urgent Care Clinic | 307 E Scenic Valley Ave., Indianola
- Ankeny Urgent Care Clinic | 800 E 1st St., Suite 1700, Ankeny
- South Des Moines Urgent Care Clinic | 6601 SW 9th St., Des Moines
- East Village Urgent Care Clinic | 1350 Des Moines St., Des Moines

(All non-FURI related symptomatic patients should seek care at the OPEN MercyOne Urgent Care Clinics)

located in Pleasant Hill and Clive.)

Temporarily CLOSED
Beginning Monday, April 20

- MercyOne Des Moines Pediatric Urgent Care
330 Laurel St., Ste. 2100, Des Moines

Each of our pediatric and primary care locations will remain open and available to meet your health care needs. Virtual visits are also available, allowing you to connect directly to your provider via video from the comfort and safety of your home. With virtual visits you can still complete checkups, ask health questions, manage health concerns, refill and get new prescriptions, and more.

It is important to call your provider's office to schedule your office visit and/or virtual visit. If you do not have a primary care provider or would like to speak to one of our healthcare professionals about clinic options, please call MercyOne Des Moines ACCESS 2HEALTH at 515-243-2584.

We apologize for any inconvenience these changes may bring and we thank you for your patience during this time.

Thank you,

Dr. William Vandivier
President