MercyOne East Village: from family medicine to FURI

At MercyOne, response to the COVID-19 pandemic has been swift and extensive. One of the most impressive examples was demonstrated by MercyOne Medical Group – Central Iowa.

In just 24 hours, the building that once housed the MercyOne East Village Family Medicine and Urgent Care Clinic, and the Urology Center of Iowa, was fully converted into the MercyOne Fever and Upper Respiratory Infection Clinic – internally known as the FURI Clinic. Patients almost immediately began lining up to be seen, eager to connect their symptoms with a diagnosis.

The FURI Clinic started as a simple drive-thru testing center, where providers determined a patient’s need for testing by discussing symptoms, taking a test and sending the patient’s sample to the State Hygienic Laboratory. In just a short time, however, innovation led to the clinic delivering a more proficient and expanded testing process, in partnership with Corteva Agriscience.

Conducting visits in a mobile setting proved convenient, efficient and effective for most – but not all. The care team working at the FURI Clinic quickly realized a need for additional testing options for those who were extremely ill, which couldn’t be done from patients’ vehicles. “We needed to have an area where we could bring the patients in for a more thorough work up,” explained Adriana Mapes, clinic manager of MercyOne East Village Family Medicine, Urgent Care and FURI Clinic.

Since the clinic first opened on March 14, 2020, in-house X-ray and lab capabilities have been added. A separate clinic dedicated to pediatric patients was created. Collaborating with the MercyOne Infectious Disease and Prevention department, Adriana and the rest of the East Village team have developed safe work practices to ensure high-quality care, while maintaining safe environments for everyone who enters the newly-developed facility.

The pandemic-inspired FURI Clinic has been well received, with patients expressing gratitude for the smooth testing opportunity. Vice President of Operations for MercyOne Medical Group-Central Iowa Sam Ayres has been a part of
An under-utilized treatment option now offered at MercyOne Comfort Health Center for Women

For the past four years of her career, physical therapist Jessica Gengler has focused on pelvic health and rehabilitation, including advanced training in both internal and external pelvic floor muscle assessment and treatment. Gengler recently joined the MercyOne Comfort Health Center for Women, bringing expertise that will benefit female and male patients.

Pelvic floor problems can result in anxiety and discomfort for women of all ages. While many women believe after childbirth, it’s normal to combat “stress incontinence,” Gengler says that’s a common misconception. Weak pelvic floor muscles can cause urinary or fecal incontinence. Pelvic floor muscle dysfunction can also cause pelvic pain and constipation. “While these conditions are very common, many women avoid speaking with their health care provider because they are embarrassed or don’t realize non-surgical treatment options are available,” says Gengler.

Pre and post prostatectomy program benefits men

Pelvic health doesn’t just affect women. Gengler’s specialized expertise also includes the effects of prostate cancer treatment on the pelvic floor. Working with urologists, Gengler has developed a pre and post prostatectomy program for urinary incontinence that often occurs after a prostatectomy and the effects of prostate cancer treatment in men.

“Men and women should know that pelvic pain or incontinence is not a normal part of aging. Getting treatment early is important,” shares Gengler. “The longer you experience chronic pain or issues, the more difficult it may be to treat.”

If you have questions or concerns about your pelvic health, speak with your doctor or call 515-222-7474 to schedule an appointment directly with MercyOne Comfort Health Center for Women.

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the FURI Clinic’s implementation from the beginning. “I have been thoroughly impressed with the entire care team that has been a part of this unique facility,” Sam said. “We wouldn’t be able to provide our patients with the level of service we are today without our colleagues’ attention to patient needs, their compassion, and their willingness to go above and beyond with safety measures. I would consider our testing process the smoothest in the state, simply because of the team in the field who are one-on-one with our patients, and our employees in the lab.”

With patient numbers remaining steady, MercyOne’s FURI Clinic will continue to see patients as long as there is a need.

Consumer Experience

Welcome new providers

Mohit Chawla, MD
Electrophysiologist
MercyOne Iowa Heart Center

Congratulations to...

• Jennifer Rivera, MercyOne Des Moines Microbiology, and Matt, on the birth of their son, Jaxon James, on May 26.

• Madison Drake, MercyOne Des Moines Progressive Care Unit, and Hunter, on the birth of their daughter, Eden Monroe, on June 9.