

BMS FAMILY HEALTH AND WELLNESS CENTERS

COVID-19 OUTBREAK AND YOUR HEALTHCARE AT BMS

MAKING AN APPOINTMENT

While New York State is working hard to limit the spread of COVID-19 (coronavirus), here at BMS Family Health and Wellness Centers, we are working hard to make sure we are prepared to care for anyone in need, while protecting everyone's health. Remember that it's important to get the care you need, especially if you have a chronic condition. **Please don't skip your appointment or let your medication run out because you are afraid to come in. Call us at 718-345-5000 or send a Patient Portal message** so we can help you get the care you need.

CALL FIRST OR USE BMS PATIENT PORTAL



Please call us before you visit the health center at 718-345-5000. If you have flu-like symptoms, it is especially important that you call us or message through the BMS Patient Portal before you come in so we can prepare for your visit. We will also reach out to patients with upcoming appointments.

TELL US ABOUT ANY FLU SYMPTOMS



When you call us or make your appointment, we will ask you if you have a fever, cough or shortness of breath. We will also ask you questions about your travel history and if you have been in contact with anyone known to have COVID-19. We will ask you these questions again when you arrive at the health center, either at the front door or entrance, or once you are inside. Please answer these questions as accurately as possible so we can keep you and your community safe.

BE READY FOR A "PHONE VISIT"



Before you come into the health center, we may have a care team member call you to get more information. If you are in the health center and we are concerned about your symptoms, we may ask you to go into a private room and speak to our staff by phone. **We also offer Telehealth Phone Telehealth Video appointments.**

TELEHEALTH SERVICES AT BMS



BMS will be using video technology (Telehealth) to provide routine medical and mental health care to our established patients while they are still at home, in order to avoid having them travel to our offices. Most insurance plans cover Telehealth (video) visits. However, you can call our office at 718-345-5000 or your insurance plan to confirm if they pay for Telehealth services. Our Clinical Providers have access to your medical records and in many instances will be able to perform the following clinical and mental health services: Assess your symptoms; Make a diagnosis; Review recent lab results and clinical reports; Recommend treatment; Prescribe medication to your pharmacy; Make referrals for urgent services; Provide patient education (eg. Chronic care management) Mental health visits Case management.

TO LEARN MORE VISIT [BMSFHC.ORG](https://www.bmsfhc.org)
FOLLOW BMS AT [FACEBOOK/BMSFHC](https://www.facebook.com/bmsfhc) FOR LOCAL RESOURCE INFO.



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Telehealth (Video) Services at BMS

Our goal is to reduce community spread of Coronavirus by limiting the potential exposure of our patients, visitors and staff members by the use of Telehealth Visits. If a Telehealth visit is not appropriate, BMS will continue to provide in-person visits to our patients as long as we have adequate Personal Protective Equipment (PPE) available (eg. mask, gown). Once these supplies run out, in-person visits will no longer be an option to our patients and only Telehealth services will be provided during this COVID-19 crisis.

WHAT IS A TELEHEALTH VISIT?

BMS will be using video technology (Telehealth) to provide routine medical and mental health care to our established patients while they are still at home, in order to avoid having them travel to our offices. Most insurance plans cover Telehealth (video) visits. However, you can call our office at 718-345-5000 or your insurance plan to confirm if they pay for Telehealth services.

WHAT TYPE OF SERVICES CAN BE PROVIDED ON A TELEHEALTH (VIDEO) VISIT?

Our Clinical Providers have access to your medical records and in many instances will be able to perform the following clinical and mental health services: Assess your symptoms; Make a diagnosis; Review recent lab results and clinical reports; Recommend treatment; Prescribe medication to your pharmacy; Make referrals for urgent services; Provide patient education (eg. Chronic care management) Mental health visits Case management

WHAT TYPES OF SERVICES CANNOT BE PROVIDED ON A TELEHEALTH (VIDEO) VISIT?

At this time, we are not able to perform the following services with a Telehealth visit: Medical visits that require an in-person exam Gynecologic visit, Pre-Natal visits, that require an in-person exam Pediatric Services which require vaccines only Dental services Optometry services Podiatry services Vaccinations Blood draw

CAN I SCHEDULE A VIDEO VISIT FOR A CHILD?

It is important to note that pediatric services will only be provided to children whose parent or legal guardian's name(s) are currently documented in the child's medical record. Pediatric Telehealth (video) services will be limited to children above the age of ages 5 with decision reserved by the clinical team.

WHAT DO PATIENTS NEED TO BE ABLE TO PARTICIPATE IN A TELEHEALTH (VIDEO) VISIT?

We encourage our patients to utilize a Telehealth visit to determine if leaving their home is in the best interest of their health. To participate in a Telehealth (video) visit, patients will need either a Smart phone, a Laptop, a Desk-top Computer or an I-Pad along with Wi-Fi service.



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IN PERSON OR WALK IN APPOINTMENTS

BMS will be using video technology (Telehealth) to provide routine medical and mental health care to our established patients while they are still at home, in order to avoid having them travel to our offices. If a Telehealth visit is not appropriate, BMS will continue to provide in-person visit to our patients as long as we have adequate Personal Protective Equipment (PPE) available (eg. mask, gown). Once these supplies run out, in-person visits will no longer be an option to our patients and only Telehealth (video) services will be provided during this COVID-19 crisis. **Please call us at 718-345-5000 before you visit the health center.** If you have flu-like symptoms, it is especially important that you call us or message us on the BMS Patient Portal, before you come in, so we can prepare for your visit.

IF YOU CAN, COME BY YOURSELF

If at all possible, please come to the health center by yourself. If you need to bring a caregiver, child or other person with you, we will ask everyone to sign in when they arrive at the health center. We will also ask them about any symptoms, travel or contact with people known to have COVID-19. At some point, we may limit who can come with you to your visits. This will help us limit the spread of any illnesses.

WASH YOUR HANDS

After you check in at the health center, please take a moment to wash your hands in the restroom. Wash your hands with warm water and soap for 20 seconds. Dry them completely with a paper towel or hand dryer. (You should wash your hands often at home and work, too.) Try to limit the number of surfaces you touch. Don't touch your face with your hands. Instead, use a tissue and then throw the tissue away

COVER YOUR COUGHS AND SNEEZES

Cough and sneeze only into a tissue or your elbow, not your hands. Even if you have a chronic cough or allergies, you should always cover your nose and mouth with a tissue or your elbow when you cough or sneeze. If you used a tissue, throw it away immediately. If you are coughing in the health center, we may ask you to wear a face mask. (Please note: people who are not coughing or sneezing do not need to wear face masks.)

BE CONSIDERATE OF OUR STAFF

To keep everyone safe, our staff are doing some things differently – please follow all of their instructions. You may see our staff wearing face masks or other protective clothing. You may also see that they are cleaning surfaces more often or limiting the items they touch. This is for their protection, since they see many people each day. Our staff do not come to work if they are sick, so don't worry if you see our staff wearing face masks.



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