



03/22/2020

CORONA VIRUS UPDATE

As you well know, the Coronavirus (COVID-19) situation is rapidly changing. We do expect an acceleration in COVID-19 cases and are working quickly to ensure our system is responsive to our patients' needs. During this unusual and challenging time, we thank you in advance for patience. Below are some updates and changes we are implementing at the Womens Health Care facilities.

1. Reduced office hours until further notice:

As a result of staff shortage, we have had to reduce our days our offices are open. The office hours as of 03/23/20 are as follows:

RICHMOND HILL	JACKSON HEIGHTS
Monday 9 am to 5 pm	Monday CLOSED
Tuesday 9 am to 5 pm	Tuesday CLOSED
Wednesday CLOSED	Wednesday 9am to 5 pm
Thursday 9 am to 5 pm	Thursday CLOSED
Friday CLOSED	Friday CLOSED
Saturday 8 am to 4 pm	Saturday CLOSED

2. Telemedicine services:

We now offer telemedicine services to our patients who may be having flu-like symptoms: Fever, Cough or Shortness of breath. You may call and request a 'Virtual Visit' appointment with your doctor. Once the appointment is scheduled you will get a SMS/TEXT message with a link. When it is time for your appointment, click on the link, enter your Full Name at the prompt and click the 'Check-In' button. When you are in the virtual waiting room, your doctor will be notified and will connect with you.

3. Respiratory testing:

As you may have heard Corona Virus testing is not easily available yet. However, at Womens Health Care we offer Respiratory panel screening for our patients who have symptoms of cough or shortness of breath. This test helps rule out non-COVID19 respiratory infections. If the result of this screening is negative but the patient is symptomatic, we can refer the patient for COVID19 testing. For Healthfirst and 1199 insurance plans this Respiratory Panel screening is a covered service.



4. Facility Waiting Room policy change:

WHC will NOT allow anyone who DOES NOT have an appointment to wait in the waiting room. This includes spouses, children & any other family members or friends planning to accompany the patient for their appointment. Crowds of 50 or more are now prohibited anywhere in New York, New Jersey & Connecticut. Anyone accompanying the patient will be asked to wait outside the office or in their cars. We are all in this together & need to work together to stop the spread of COVID-19.

5. Potential Appointment Postponement:

Our responsibility and obligation as caregivers is to help keep our patients and employees safe. In order to reduce the risk of exposing patients and employees to Coronavirus, we may postpone appointments for some routine and elective procedures, when deemed appropriate by our physicians and clinical staff. Therefore, you may hear from our office if there are any changes to your appointment. Taking this step will help to limit the number of people passing through our facilities, which will help to slow the spread of illness. This practice aligns with the guidance we are receiving from the Center for Disease Control for reducing risk in healthcare settings.

If you have any concerns about a request to postpone your appointment, please let us know and a provider will contact you.

Please be sure to visit www.whcdocs.com for updates, and we encourage you to rely on cdc.gov for the latest information about the Coronavirus outbreak.

Follow us on social media to stay connected for the latest news and information:

Facebook: @womenshealthcareNY

Twitter: @WhcNY

Instagram: womenshealthcareny

Stay Safe!

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Womens Health Care