



**We are
Here for You.**

**NYC
HEALTH+
HOSPITALS**

Getting Care

Is my doctor's office open?

Yes. NYC Health + Hospitals clinics are now open for in-person visits and televisits, either by telephone or video.

Not everything requires an in-person visit. Talk to your care team about the option to do a phone or video visit from home.

Is it safe to see my provider in person?

Yes. Your safety has never been more important and we are taking extra precautions to make sure our patients and staff are safe.

- + All patients, visitors and staff will have their temperature checked when entering our facilities
- + Patients will be screened for COVID-19 symptoms prior to a visit and on the day of an appointment

- + Face coverings are required for all patients, visitors and staff
- + Special clinic hours will be available for the elderly and vulnerable patients at certain locations
- + Spaces will be clearly marked to help maintain safe social distancing
- + Exam rooms will be cleaned frequently, especially between patient visits
- + All common areas will be cleaned and sanitized throughout the day
- + Each patient can bring one health aide as needed

Is it safe for my kids to come to the clinic?

Yes. It is especially important that your child does not miss their well-child visit or any vaccinations. No child should go without the care they need.

Be sure you and your child wear a mask when visiting if they are 2 years or older. If you do not have a mask we will provide one.

How can I reschedule an appointment that was canceled?

You can call 1-844-NYC-4NYC (1-844-692-4692) to reschedule. If you missed a preventive screening or appointment for a chronic condition like diabetes or hypertension, it is especially important to reschedule a visit with your provider. Do not delay.

I don't have a doctor, are you seeing new patients?

Yes, we are accepting new patients. If you need to find a doctor, call 1-844-NYC-4NYC (1-844-692-4692) to schedule your first appointment.

My primary doctor's office is closed. Can I schedule an appointment with you?

Yes. We are here for all New Yorkers. If you have never been to NYC Health + Hospitals, call 1-844-NYC-4NYC (1-844-692-4692) to schedule your first appointment or find a location near you.

Paying for Care

I'm worried about the cost.

Cost should never stop you from seeing a doctor. We have options for low-cost and no-cost health care coverage available for all New Yorkers.

I lost my insurance coverage.

We can help with that. Our financial counselors are ready to assist you with finding an insurance plan that's right for you and your family. call 1-646-694-3131 to speak to someone today.

If you do not qualify for or cannot afford insurance, NYC Care is here for you. Find out more by calling 1-646-NYC-CARE (1-646-692-2273).

Call for an appointment

1-844-NYC-4NYC



STAY CONNECTED. FOLLOW US.

nychealthandhospitals.org

COVID-19

I think I have COVID-19, should I schedule an appointment?

If you are experiencing COVID-19 symptoms, contact your provider through MyChart or by scheduling a telehealth visit.

Your doctor might ask you to separate safely at home, go to ExpressCare or go to the Emergency Room depending on your symptoms. If you do not have a place to go, you may be eligible for a free hotel room.

All New Yorkers should get a COVID-19 diagnostic test, whether or not they have symptoms or are at increased risk. Tests are fast, easy and free. To find a testing site near you, call 1-844-NYC-4NYC (1-844-692-4692).

Should I go to my visit if I'm experiencing COVID-19 symptoms or have a temperature above 100.4?

If you are experiencing COVID-19 symptoms, call 1-844-NYC-4NYC (1-844-692-4692) to discuss options for your visit.

I had a positive COVID-19 test result, should I go to my visit?

If you have COVID-19 you should separate safely for at least 10 days with the last 3 days being without fever off of medications such as acetaminophen (Tylenol) or ibuprofen (Motrin, Advil). If you do not have a place to separate safely you may be eligible for a temporary hotel room.

If you have recovered from your COVID-19 infection, you can safely go to your clinic appointment.

Live Your Healthiest Life.

NYC
HEALTH+
HOSPITALS