



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**



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## 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.

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