

COVID-19: what you need to know now

UPDATED 9-9-20 PLEASE CALL 718-784-2240 prior to your visit to confirm your appointment as NYS COVID guidelines and mandates are subject to change.

Service modifications

We are continuing to offer telehealth visits for Medical, Dental and Behavioral Health services that don't require in-person interaction. For those services that require a visit to the office, we want you to know how we're keeping everyone safe.

BEFORE YOUR APPOINTMENT:

- **Phone screening:** We will ask you questions related to COVID-19 symptoms to determine if you should be seen via telehealth prior to an in-person visit.
- **Registration:** We will obtain registration information from new patients while scheduling their appointment, before their in-person visit. Once you arrive in the office, its only necessary to sign paperwork and provide us with ID cards.

IN THE OFFICE:

- **Masks:** Everyone is required to wear a mask at all times. This includes drivers, registration staff, medical and dental assistants, providers, housekeeping, administrative staff, and patients.
- **Cleaning:** We have updated our cleaning protocols. High-traffic/high touch areas such as the waiting room and door handles are cleaned multiple times throughout the course of the day. Shared items such as pens are cleaned after each use. If a patient is seen and exhibits indicators of having contracted COVID-19, the room in which they are examined is cleaned and taken out of service for the appropriate amount of time needed for disinfection. Dental rooms will remain vacant for an interval between each patient/family visit due to the nature of the procedures.
- **Social distancing:** All waiting room seating has been reconfigured to allow for more room between patients and families. In those clinics with smaller waiting rooms, patients are asked not to come into the clinic until called by the front desk. Exam rooms are being used for triage to limit the number of patients sitting in the waiting room. If necessary, there are socially distanced waiting spots outside the clinic that can be utilized.
- **Appointment times:** Appointments are being spaced to allow for better flow of patients and to minimize congestion. You may find that there are fewer appointment slots available at this time. We are currently not accepting any walk-in patients due to the need to pre-screen everyone and avoid extensive wait times for patients.
- **Temperature:** Your temperature will be taken as a part of your medical and dental visits.
- **Waiting rooms:** Magazines, books and brochures have been removed from the waiting rooms as potential source of infection spread. Please inquire with our registration staff about giveaways because these will no longer be sitting out.

THE FLOATING HOSPITAL



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Clinical service status

- **Medical:** In-person and telehealth
- **Dental:** In-person and telehealth
- **Behavioral Health:** Telehealth only
- **Podiatry:** In-person and telehealth
- **Cardiology:** Telehealth only
- **Health Education:** Telehealth only
- **COVID-19 Testing:** In person at all sites

If you have fever, cough, shortness of breath, body aches, headaches or diarrhea, please call and request a telehealth visit. Do not come in for a visit without having been screened.

Clinic closures & modifications

- **The Floating Hospital's main healthcare center in LIC** is open, Monday to Thursday, 8:00 AM to 7:00 PM, and on Friday, 9:00 AM to 5:00 PM.
- **The Floating Hospital's Queensbridge clinic** is open weekdays, 9:00 AM to 5:00 PM. Except Tuesday, 11:00 AM to 7:00 PM.
- **The Floating Hospital's Astoria clinic** is open Tuesday and Friday, 9:00 AM to 5:00 PM. Our Goodwill clinic is closed. All patients are welcome at our main clinic in LIC.
- **Prescription renewal by phone at our pharmacy.** Call 914-556-2511 for free delivery.

Stay safe, be safe

- Stay home if you are sick.
- Wash your hands thoroughly throughout the day and keep your home and work environment clean.
- Cover your cough or sneeze with a tissue or sleeve.
- Avoid touching your face.
- Advise your doctor if you have fever, cough, sore throat or shortness of breath as these symptoms could be concerning for COVID-19.
- Wear cloth face coverings in public at all times. Do not use surgical masks or N-95 respirators. Those are critical supplies that must be reserved for healthcare workers and other medical first responders.

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