

COVID19 GUIDANCE

WELL-VISIT GUIDANCE

To our patients:

Given the coronavirus epidemic (COVID-19), Little River Medical Center continues to be dedicated to the safety of our patients and our workforce.

To that end, we are trying to convert all well visits to telemedicine visits (telephone, audiovisual, Healow), rather than face to-face visits. This helps you prevent possible exposure by not coming to the Center.

For well visits (lab follow-up, etc.), we will keep you on the schedule as usual, and change your visit to a telemedicine visit. We can see you by telemedicine by way of Healow, our electronic medical record platform; FaceTime, for patients with Apple devices and iPhones; Google Duo App for patients with Android devices; or by telephone.

Performing the telemedicine visit will be done as follows:

1. Confirm your appointment when you receive a reminder by telephone, e-mail or text.
2. A Customer Service Representative will call you the day before or the day of your appointment to verify and update your insurance and other information, and take payment for the visit, if any, by credit card or debit card.
3. After ending the call with the CSR, the nurse will call you to review your medications and history, and take any vital signs you may have been able to take at home (pulse, temperature if you have a thermometer, weight, blood pressure if you have a monitor).
4. After the call with the nurse ends,
 - o The provider will contact you as soon as possible after the nurse call if this is a telephone, FaceTime, or Google Duo visit.
 - o If you are seeing your medical provider via a Healow TeleVisit, you can check-in from the link on your appointment confirmation email. Once you check-in, you will be in a virtual waiting room. Your provider will join you by starting the visit on her/his end, and you will be joined by video and voice.

Maintaining the health and safety of our patients and our staff is our No. 1 priority during this national health emergency. Hopefully, by utilizing the steps above, we can continue to do this in the safest way possible.

Pam Davis, Chief Executive Officer, Little River Medical Center

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