



## Visitor & Patient Updates

---

As of 4/13/20

### General Guidelines:

At the direction of NYS Department of Health, all hospital visitations are now suspended, **EXCEPT** for patient support persons, or family members and/or legal representatives of patients in imminent end-of-life situations.

All visitors meeting these exceptions will be screened for symptoms or potential exposure to someone with COVID-19. Thank you for your cooperation.

If you are a patient seeking emergency medical care, please call 315-519-5478 prior to your arrival.

If you are a patient with an appointment at the hospital, please call 315-519-5564 or 315-519-5565 prior to entering the building

- All elective surgeries are now cancelled.
- Valet Parking is also currently suspended.
- The Hospital's gift shop is closed until further notice.

All Hospital Classes are on-hold and will be temporarily cancelled until further notice. Classes include: Childbirth Education, Breastfeeding Education, Child Passenger Fit Station Classes, Smoking Cessation, and Diabetes Education. For anyone seeking more information about our Smoking Cessation workshops and would like a free consultation, please contact Dr. Bradley @ 315-519-5540.

For more information regarding the virus and the most up-to-date information, the Centers for Disease Control is frequently posting to their website: <https://www.cdc.gov/coronavirus/2019-ncov/about/share-facts.html>. The New York State Department of Health is operating a 24-hour

hotline at [1-888-364-3065](tel:1-888-364-3065), where you can speak directly to healthcare professionals with your questions about COVID-19.

## Outpatient Clinic/Facility Specific Guidelines:

### Important Notice

If you visit one of our outpatient clinics, we ask that you please call their phone number or ring the doorbell prior to entering the building to let staff know that you have arrived.

### **Telemedicine Visits**

The following clinics are now set up to conduct telemedicine visits:

- **Walk-In Clinic**→*The Walk-In Clinic is encouraging patients to call prior to coming in and if the provider feels that their symptoms would be fit for a telemedicine visit, we can do that before they even leave their home.*
- **Carthage Family Health Center** (Primary Care & Pediatrics)
- **Behavioral Health**
- **Women's Way to Wellness**
- **School Based Health Centers** (Carthage Middle School, Carthage High School, LaFargeville Central School, and Beaver River Central School)
- **Philadelphia Medical Center**
- **Urology**
- **Orthopedics**
- **Podiatry**
- **Surgical**

All location information can be found at [www.carthagehospital.com](http://www.carthagehospital.com) under the "locations" tab.

### **Carthage Walk-In Clinic**

#### Updated Hours of Operations:

Monday-Friday

9am-5pm

If someone wants to seek medical treatment at our Carthage Walk-In Clinic, please call prior to your arrival at 315-519-5830.

### **Professional Building (3 Bridge St. Carthage, NY)**

All staff/building occupants/patients at the Professional Building will have their temperature taken at the Urology door entrance. The other entrance near the Foundation office will be closed.

Any patient with a high temp/fever (100.4\* or higher) will be directed to return to their car and call the clinic they were headed to in order to get further guidance from their provider/reschedule their appt.

### **Meadowbrook Terrace Assisted Living Facility**

The Hospital's assisted-living facility, Meadowbrook Terrace located at 21957 Cole Road in Carthage is restricting visitors. Family members and loved ones should contact the administrator, Lyn Smith at 315-519-1246 with any questions.

### **School Based Health Centers**

*(Carthage High School, Carthage Middle School, Beaver River Central School, and LaFargeville Central School)*

**Beaver River Central School Based Health Center - WILL CLOSE AFTER APRIL 10<sup>TH</sup>.**

**Carthage High School Based Health Center - CLOSED**

**Carthage Middle School Based Health Center - CLOSED**

**LaFargeville Central School Based Health Center - WILL BE OPEN 1 DAY/WEEK ON WEDNESDAYS STARTING APRIL 15<sup>TH</sup>.**

Parents and age-appropriate enrolled students **MUST** call ahead to schedule an appointment. Once you arrive to your appointment, please call the clinic and a staff member will meet you at the determined

entrance as the doors will be locked. You will be escorted directly to the clinic. Please be patient with us as we try and reduce the spread of infection.

Visitor restrictions include:

- The clinic will see one patient at a time
- No siblings are permitted
- One parent/guardian permitted per visit

## **Where to seek care while the SBHCs are closed:**

**Carthage High School & Middle School Updates:**

- **Where to seek non-emergent care while the clinics are closed:**
  - Carthage Walk-In Clinic, 22075 Constitution Dr., Carthage, NY 13619, Phone: 315.519.5830
  - Carthage Family Health Center, 117 N Mechanic St, Carthage, NY 13619, Phone: 315-493-4187
- **For Carthage School Based Health Center questions, please call one of the following:**
  - Carthage Middle School: (315) 493-5075
  - Carthage High School: (315) 493-5070
- **Medications housed at school:** Each SBHC nurse will reach out to parents to arrange for pickup of any medications.

**Beaver River School Updates:**

- **Where to seek non-emergent care while the clinic is closed:**
  - Carthage Walk-In Clinic, 22075 Constitution Dr., Carthage, NY 13619, Phone: 315.519.5830
  - Carthage Family Health Center, 117 N Mechanic St, Carthage, NY 13619, Phone: 315-493-4187
- **For Beaver River School Based Health Center questions, please call the following:**
  - Beaver River School: (315) 346-3306
- **Medications housed at school:** Each SBHC nurse will reach out to parents to arrange for pickup of any medications.

**LaFargeville School Updates:**

- **Where to seek non-emergent care when the clinic is closed:**
  - Philadelphia Medical Center, 32787 U.S. Route 11 Philadelphia, NY 13673
  - Carthage Walk-In Clinic, 22075 Constitution Dr., Carthage, NY 13619, Phone: 315.519.5830
- **For LaFargeville School Based Health Center questions, please call the following:**
  - LaFargeville School Based Health Center: (315) 519-5415

If you have any questions or concerns, please contact Jessica Thornton, LPN and School Based Health Center Program Director at 315-519-5867. Thank you for your cooperation.

### **Sealant Grant Program**

Parents & Guardians can contact Donna Farney with any questions about this program or obtain their child's records at 315-519-5917.

### **Insurance Enrollers**

As part of the Hospital's mission, we serve the community's needs regardless of their ability to pay. If you are in need of insurance coverage or seek guidance in applying for government-based insurance, we have joined forces with MVP, Fidelis, and the North Country Prenatal-Perinatal Council (NCPPC) to connect you with a facilitated enroller. Typically, they are on-site at the hospital and at our Professional Building (3 Bridge St., Carthage), however, representatives from those agencies have cancelled their on-site visits until further notice. Their contact information is available here:

<http://www.carthagehospital.com/patients-visitors/billing-insurance/> .