

# Neighborhood Health COVID-19 Response

*July 01, 2020*

Neighborhood Health provides primary care services to more than 30,000 patients in Northern Virginia. Most of our patients are low-income, uninsured, or underinsured. Our patient population is being disproportionately impacted by this pandemic. As of June 25, we had conducted 3,260 COVID-19 tests. Of these, 1,190 tests had been positive.

## ***Free COVID-19 Testing***

Currently, we are providing testing to our patient population at five outdoor locations -- outside our clinics at Richmond Highway, Merrifield Center, and Casey Health Center, as well as at Casa Chirilagua in Arlandria, and at the Culmore Clinic in Bailey's Crossroads. We are also conducting limited testing at the Gartlan Center/Community Services Board. All testing is by appointment only.

COVID-19 testing, evaluation, and management is free for uninsured patients. New patients do not go through a financial eligibility process to obtain COVID-19 services. In the coming weeks, we will be working with community partners including public agencies, non-profits, and faith-based organizations that serve low-income and marginalized populations to increase testing in these communities. We will also be initiating free mobile testing in high risk areas in collaboration with community partners. If your organization is interested in partnering to increase testing in low-income and marginalized populations, please contact [jknops@neighborhoodhealthva.org](mailto:jknops@neighborhoodhealthva.org) or phone her direct line at (571) 384-7623.

## ***Health Services Updates***

1. **COVID-19 Patient Support:** For patients who test positive for COVID-19, we are providing ongoing support and monitoring through follow-up phone and video visits. We are assessing them for non-clinical needs and providing assistance when possible, such as delivered meals in partnership with United Community, masks, and pulse oximeters to monitor oxygen levels, as needed. We are also assessing housing situations of patients who may need to isolate outside the home due to space constraints, and have a referral system set up with local jurisdictions to temporarily lodge patients in local hotels, based upon need.
2. **Open Clinics:** Our medical clinics at East Glebe Road, Casey Health Center, Richmond Highway, Merrifield Center, South County Center, and Sherwood Hall Lane are open. Patients are primarily being served through telemedicine, and walk-ins are not accepted.
3. **No Walk-Ins Accepted:** We are not accepting walk-ins at this time. Neighborhood Health patients need to call to schedule a telemedicine visit instead.
4. **Eligibility:** We are conducting eligibility appointments by phone and have implemented an expedited process for new low-income uninsured patients who wish to receive health care services not related to COVID-19. Existing patients with expiring eligibility are being given an automatic six-month extension so they do not have to renew during this crisis. Patients do not need to go through an eligibility process for COVID-19 services.
5. **Video/Telephone Visits:** Most visits are being conducted telephonically with video option (WhatsApp or Facetime) if patients have access.
6. **In-person visits:** We are conducting a limited number of in-person visits for our patients. This includes well-child visits for children younger than 4 years old so that they can receive vaccinations. These visits

are being held in the mornings, with sick visits for children in the afternoon. In addition, we are providing all recommended vaccinations for children. Walk-ins are not accepted and patients and parents must call for an appointment.

7. **Behavioral Health:** All of our Behavioral Health appointments are being conducted by phone/video.
8. **Dental Care:** Our dentists are providing teledentistry services for our patients with dental concerns, with a limited number of in-person appointments for urgent issues after a phone assessment.
9. **Pharmacy Assistance:** We continue to provide our patients with low-cost and free medications. We are working with patients to reduce the risk of transmission during medication pick-ups.
10. **Patient Education:** We are reaching out to our patients through text messaging to inform them of service changes, provide them information on COVID-19, and encourage them to make an appointment for free testing.
11. **Deferred Visits:** Routine care including physicals, well-child exams ages 4 and older, well-woman exams, and regular dental care are being deferred until further notice.
12. **Medicaid Application Assistance.** Our enrollment staff is helping individuals and families apply for Medicaid/FAMIS via phone. We can help with applications for children, pregnant women and adults newly-eligible for Medicaid. Single adults earning up to \$1,469/month. Adults (*age 19 – 64*) in a household of 3 earning up to \$2,499/month. Children and pregnant women in families of 3 earning up to \$2,680/month. COVID-19 stimulus checks and Economic Income Payments from the IRS, and additional federal unemployment **do not count** as income. ***Call or text 703.269.7287 for Medicaid application assistance from Neighborhood Health.***
13. **Temporarily Closed Clinics:** We have temporarily closed our medical clinics at the Arlington Community Services Board (CSB), Alexandria CSB, and Gartner CSB while continuing to provide telehealth visits for these patients. In addition, we are not seeing patients at this time at the Wellness (WOW) Bus, Arlington Dental Clinic, or Richmond Highway Dental Clinic.
14. **Protective Measures for Our Patients and Staff:** We have implemented physical distancing and mask use among all staff and all patients being seen at our clinics. We have increased the frequency of disinfection throughout our clinics. And we have also installed glass barriers at our front desks and are conducting pre-screenings with temperature checks at front entrances.

If you have any questions about our COVID-19 response or service changes or want to support our patients with COVID-19, please contact our Director of Community Partnerships & Communications, Jane Knops at [jknops@neighborhoodhealthva.org](mailto:jknops@neighborhoodhealthva.org), at (571) 384-7623 (office), or at (571) 438-7715 (cell). We are grateful for your support and partnership during these times. You can also check our [website](#) for updates.