

## PRESS RELEASE

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### **Quick Care Provides Options to Keep Patients Safe During COVID-19**

**Oneida & Camden, NY** – During a time when social distancing and staying home is encouraged, accessing health care remains an essential need for our community members. Quick Care, a local convenient care office in Oneida, has adopted a number of safe care initiatives to help patients get the care they need during this pandemic.

“Our number one goal remains to provide our patients with safe quality care for their minor injuries and illnesses,” said Tim Mihm, Quick Care Co-Director and Physician Assistant. “Our team has adopted a number of new protocols to limit exposure and minimize risk to create the safest environment for our patients”

Prior to the pandemic, Quick Care patients were encouraged to walk-in with no appointment needed for Quick Care services. Although Quick Care still accommodates no appointment walk-ins, patients are now encouraged to call ahead before visiting. “We have options for patients seeking care that promote healthy social distancing and provides extra layers of precaution,” said Mr. Mihm. “If patients call prior to visiting, in many cases, we can save them a trip by offering them a telehealth visit which allows them to be seen from the safety and comfort of their own home.”

Telehealth gives patients an opportunity to have a face-to-face visit with a Quick Care medical provider without coming to the office. Using telehealth, a provider can evaluate, develop a treatment plan, order medication, and if needed, schedule a follow-up appointment. Patients can easily access telehealth by clicking on a link sent to their smart-phone, computer, or tablet from the comfort of their home just prior to the start of their visit. Prior to a telehealth visit, a Quick Care nurse will triage you to make sure a telehealth visit is appropriate.

For those requiring an in-office visit, Quick Care has adopted a number of new precautions to provide a safe environment. “The goal is to limit exposure,” said Renee Frawley, Quick Care Co-Director and Physician Assistant. “If you need to be seen in the office, we have essentially turned your car into our waiting room. We can complete the entire check-in over the phone and then call you when your exam room is ready. We continue to clean exam rooms between patients following CDC guidelines and using separate exam rooms for sick versus injured patients.” Quick Care is also enforcing visitor restrictions to limit exposure. Currently, only patients are allowed to enter unless the patient is under 18 or requires assistance in receiving their care.



Every person who arrives to the office is also required to call from the parking lot unless they do not have the ability to do so.

Quick Care, a service of Oneida Health, is one of many Oneida Health offices currently offering telehealth to their patients. In total, Oneida Health has 32 medical providers throughout their network providing telehealth with more being added each week. For those who do not have a smart device and cannot travel to the office, a phone consultation may also be an option.

Telehealth visits are available at Quick Care Monday through Friday from 8:00 am – 8:00 pm and Saturday through Sunday 8:00 am – 1:00 pm. Telehealth services are currently covered by Medicare, Medicaid, and most commercial insurers. For more information on telehealth please call the Quick Care office at 315-363-2123 or visit [yourquickcare.com](http://yourquickcare.com).

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