



We're here to help!

During the Coronavirus Pandemic, Finger Lakes Community Health has received a lot of calls and questions from our patients and so have created some Frequently Asked Questions. We've heard an equal number of questions from community organizations, so we've created these FAQs to help you help your patients.

If people feel sick and have symptoms, can they come to our health centers?

Like many other providers we ask patients to call us first at (315)781-8448. We do NOT want patients to come in unless instructed to do so. We will have clinical staff available to talk to patients by phone.

Are you open for business? Absolutely!

For medical appointments, the answer is yes. Patients should call in advance to confirm whether they will be seen virtually or in person.

For medical, please call us at (315) 781-8448 to set up an appointment or ask questions. All of our Health Centers are seeing patients, either in person when necessary or by telehealth.

For dental, we made a temporary adjustment to our services. At this time, we will NOT be doing routine or non-urgent dental procedures such as oral exams and dental cleanings. We are, however, providing care to patients to relieve severe dental pain and/or risk of infection. If you have any questions, just give us a call at (315) 781-8448.

For behavioral health, we are available to see patients in our health centers or with a virtual visit using telehealth or by phone.

What are we doing to keep patients and staff safe?

From following OSHA guidelines to cleaning with EPA registered disinfectants, we have a list of things we're doing to protect our most valuable assets. Check our website for more details:

<https://localcommunityhealth.com/coronavirus-frequently-asked-questions/#covidfaq>

Can patients get care if they are unable to get to the health center?

Of course! You can be seen by a provider without going to the health center for certain medical conditions. We use Telehealth, a HIPAA compliant video connection between the patient and clinician. It can also be used for behavioral health visits with a therapist.

Stay safe! We can do this!

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