What is PCHC doing to respond to the COVID-19/Coronavirus pandemic?

Throughout the COVID-19/Coronavirus pandemic, PCHC has remained committed and available to address existing and new patients' healthcare concerns. In order to do this safely we have made changes to the way we provide care, including:

- We ask patients who have health care concerns to first call their health center. Patients may not walk into any clinic without having a scheduled appointment
- We provide telemedicine visits which allow patients to have either a phone visit or a video visit with a provider so patients can ask questions and have a conversation in the same way they would during an in-person visit. Our providers will review your condition and guide you on next steps including refilling your medication or writing a prescription for a new medication
- We accept new patients. Individuals and families who need help and don't have a primary care provider or whose provider is unable to assist during the crisis can call 401-444-04040 for assistance
- We provide COVID-19/Coronavirus testing to our symptomatic patients. Both drive-up and walk-up testing is available with a referral from your provider and an appointment
- Clinic and telemedicine services are provided in the patient's primary language and COVID-19 test site services are provided in English and Spanish
- Our case management team, which include nurses and community health advocates, are reaching out to our most vulnerable patients to ensure their needs are being met and connecting them with other community resources and supports as needed
- We continue to provide care to all patients regardless of their ability to pay or immigration status

What is PCHC doing to respond to the COVID-19/Coronavirus pandemic specific to the Latino community?

In addition to the services that we continue to provide to all PCHC patients:

- We continue to work with our state and city officials to address the specific needs of the Latino community
- We provide services in Spanish
- We continue to provide care to all patients regardless of their ability to pay or immigration status
- We provide public service announcements and community outreach team and provider interviews on Latino radio and will soon provide public service announcements on Latino television
- We provide information on our website and social media in Spanish

What do I do if I think I have COVID-19/Coronavirus?

If you are experiencing any of the COVID-19/Coronavirus symptoms such as fever, cough, shortness of breath, muscle aches, chills, runny/stuffy nose, sore throat, headache or diarrhea, PCHC is here to help you. Please call us:

- Existing patients call your health center directly. If you don't have your health center phone number, it is available on the PCHC website at providencechc.org
- New patients call 401-444-0404 for assistance
- For your safety, please do not walk into any of our sites without a scheduled appointment.

What do I do if I am sick with something other than COVID-19/Coronavirus?
If you are sick or have health care concerns, including behavioral health care concerns, PCHC is here to help you. Please call us:
- Existing patients call your health center directly. If you don't have your health center phone number, it is available on the PCHC website at providencechc.org
- New patients call 401-444-0404 for assistance
- When you call, PCHC staff will determine if you need to be seen using telemedicine or in-person at one of our clinics
- For your safety, please do not walk into any of our sites without a scheduled appointment

How do I contact PCHC?
- Existing patients call your health center directly. If you don't have your health center phone number, it is available on the PCHC website at providencechc.org
- New patients call 401-444-0404 for assistance

How do I get tested for COVID-19/Coronavirus?
PCHC will test PCHC patients who have symptoms of COVID-19/Coronavirus, have a referral from their provider and have a scheduled an appointment. For assistance:
- Existing patients call your health center directly. If you don't have your health center phone number, it is available on the PCHC website at providencechc.org
- New patients call 401-444-0404 for assistance
- Once you have an appointment, the testing site is located at 65 Gordon Avenue, across the street from our Prairie Avenue clinic, and is drive up and walk up accessible
- For your safety, please do not walk into any of our sites without a scheduled appointment

Is COVID-19/Coronavirus testing available to everyone?
Testing is available to PCHC patients who have COVID-19/Coronavirus symptoms with a referral from your provider and a scheduled appointment. For assistance:
- Existing patients call your health center directly. If you don't have your health center phone number, it is available on the PCHC website at providencechc.org
- New patients call 401-444-0404 for assistance
- Once you have an appointment, the testing site is located at 65 Gordon Avenue, and is drive up and walk up accessible
- For your safety, please do not walk into any of our sites without a scheduled appointment

Why is COVID-19/Coronavirus testing only available to PCHC patients?

PCHC is the largest community health center in the State of Rhode Island and provides care to over 60,600 Providence and surrounding community residents. With national shortages for test kits and personal protective equipment (PPE), PCHC wants to assure our patients are receiving the care they need in a culturally appropriate way and with the right accessible, such as walk-up testing for those patients with transportation barriers.

Will PCHC provide COVID-19/Coronavirus testing to non-PCHC patients anytime soon?

PCHC is assessing options to be able to test all patients and is working to coordinate additional locations, staffing, obtaining test kits and personal protective equipment (PPE).

Are there any other COVID-19/Coronavirus testing sites for non-PCHC patients?

The Department of Health website offers information on all of the state's all of the COVID-19/Coronavirus testing across the state at health.ri.gov/covid/testing or by calling 401.222.8022

What if I need a COVID-19/Coronavirus test and don't have a car?

Testing is available to PCHC patients who have COVID-19/Coronavirus symptoms with a referral from your provider and a scheduled appointment and is walk-up accessible. For assistance:

- Existing patients call your health center directly. If you don't have your health center phone number, it is available on the PCHC website at providencechc.org
- New patients call 401-444-0404 for assistance
- Once you have an appointment, the testing site is located at 65 Gordon Avenue, and is drive up and walk up accessible

Once I have a referral and a scheduled appointment, what should I expect when I arrive at the PCHC COVID-19/Coronavirus testing site?

- If you have a car, you will go to the drive-up area and be given instructions. You will be tested while staying in your car.
- If you do not have a car you will go to the walk-up area and be given instructions. You will be tested under a tent.

How much does the COVID-19/Coronavirus test cost?

The COVID-19/Coronavirus test is provided at no cost to patients without insurance. For patients with insurance, deductibles and/or cost-sharing do not apply.

What services is PCHC currently providing?

PCHC is here to help you with all your health care needs. We continue to provide:

- Medical and behavioral health care; emergency dental, optometry and podiatry; and COVID-19/Coronavirus testing

- Traditional in-office visits are by appointment only. Your provider will determine if it is necessary for you to be seen in person
- Telemedicine, including telephone visits and video visits are available

My regular doctor is closed due to COVID-19/Coronavirus, what do I do?
PCHC is here to help you. We are accepting new patients; please call 401-444-0404 for assistance

I don't have a doctor, what do I do?
PCHC is here to help you. We are accepting new patients; please call 401-444-0404 for assistance

Hours of Operation
We have made some adjustments to our operating hours and locations and all patients must have an appointment to visit a clinic:
- Existing patients call your health center directly. If you don't have your health center phone number, they are available on the PCHC website at providencechc.org
- New patients call 401-444-0404 for assistance
- Additional information can also be found on the PCHC website at providencechc.org

Where can I get COVID-19/Coronavirus information?
- State-wide COVID-19/Coronavirus information can be found on the Department of Health website at health.ri.gov/covid or by calling 401.222.8022
- PCHC COVID-19/Coronavirus information can be found on the PCHC website at providencechc.org/COVID-19. You may also contact PCHC via telephone:
  - Existing patients call your health center directly. If you don't have your health center phone number, they are available on the PCHC website at providencechc.org
  - New patients call 401-444-0404 for assistance