

MedLink of Mecklenburg: Adapting to COVID-19

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Here is a summary of how Mecklenburg County's health care safety net providers are adapting to the current COVID-19 crisis. This includes information on clinic schedules, availability of in-person or telehealth visits, fees for services, and whether agencies are accepting new patients.

[MedLink of Mecklenburg](#) advocates for improved access to care in Mecklenburg County through education, communication, and collaboration among services providers.

Ada Jenkins

<https://www.adajenkins.org/>

What is their schedule?

- **Medical:** Thursday walk-in medical clinics and Tuesday appointment clinics have been suspended until further notice. Existing medical patients are encouraged to call nursing staff at **704-896-0471**, extension 111, for prescription refills and medical guidance. *leave a voicemail and staff will return call within 48 hours.
- **Dental:** All dental clinics are suspended until further notice

Are they open to see patients in person?

- No

Are they doing telehealth? What are their fees?

- Existing medical patients are encouraged to call nursing staff at 704-896-0471, extension 111, for prescription refills and medical guidance.
- All services are free

Are they seeing new patients?

- No

Camino Community Center

<https://caminocommunitycenter.org/what-we-do/caminoclinic-2/>

What is their schedule? **extended clinic and pantry hours*

- Clinic: M-F 8am-5pm *walk-ins still available M-F 9am-1pm
- Pantry: T-F 12pm-3pm
- Thrift Store: Closed until April 16 (or further notice)
- Fitness: Closed

Are they open to see patients in person?

- Yes

Are they doing telehealth? What are their fees?

- In the process of possibly implementing [telehealth services](#)

Are they seeing new patients?

- Yes
- For specific prices, call during regular business hours at **704-596-5606**.
- Also have [a membership program](#) available for ongoing discounts on our services. The [membership website](#) lists our prices and the membership discounts for those prices.
- If you can't reach the clinic (it is pretty busy during this time), you may also contact **Tatiana Martinez** at **980-441-7800**.

Care Ring's Low-Cost Clinic and Physicians Reach Out Program

www.careringnc.com

What is their schedule?

- Care Ring's Low-cost clinic: Open during regular business hours M-F for telehealth visits; In-person appointments, including provider visits and lab visits, are scheduled on a case-by-case basis for Tuesday/Wednesday/Thursday.
- New clients interested in being seen should [visit our clinic web site](#) or call 704-375-0172 and press option O, to speak a clinic representative about your situation.
- Walk-in visits are not available during this current COVID-19 crisis.
- Physicians Reach Out: PRO is prioritizing continuity for current PRO patients. For existing PRO clients with an upcoming annual renewal date, we are streamlining the renewal process. Patients will not be required to complete a full application. PRO continues to enroll patients with specialty needs referred from MedLink partners, with a simplified telephonic enrollment process. We also have capacity to enroll PRO patients with already-established, urgent specialty needs. For more information on PRO please visit: <https://www.careringnc.com/copy-of-physicians-reach-out>

Are they open to see patients in person?

- Care Ring follows CDC and NC DHHS guidelines for in-person visits. Most visits are being conducted via telehealth, with in-person visits available when clinically appropriate. For more information please visit our clinic information page: <https://www.careringnc.com/low-cost-clinic>

Are they doing telehealth? What are their fees?

- Care Ring is offering telehealth consultations for existing and new clients.
- During this COVID-19 crisis, we ask clinic patients to make a contribution (\$60 for new patients; \$40 for existing patients on a return visit) and we ask participants in PRO to contribute \$40 when their annual registration occurs. However, recognizing the financial hardship our patients are enduring, patients unable to contribute for clinic visit or PRO participation will not be turned away and will be seen at no charge at this time.

Are they seeing new patients?

- Care Ring is accepting new patients, as clinically appropriate.

Charlotte Community Health Center (CCHC)

<https://charlottecommunityhealth.org/en/>

What is their schedule?

- Dental and West clinics are temporarily closed
- No walk-ins
- Only taking in patients at the University location by appointment (if provider decides it is necessary)

Are they open to see patients in person?

- Only available if provider decides it's necessary. No longer taking walk-ins
- Only at University location

Are they doing telehealth? What are their fees?

- [Virtual visit options](#)
- No cost for uninsured

Are they seeing new patients?

- No

C.W. Williams Community Health Center

<https://www.cwwilliams.org/>

What is their schedule?

- Same hours of operation
Mon, Tue, Thur: 8:00a.m. – 8:00 p.m.
Wednesday: 8:00 a.m. – 6:00 p.m.
Friday: 8:00 a.m. – 3:00 p.m.
Saturday: 8:00 a.m. – 1:00 p.m.

Are they open to see patients in person?

- Yes, will include: [see here](#)

Are they doing telehealth? What are their fees?

- Yes
- Fee depends on insurance status/household income

Are they seeing new patients?

- Yes

Lake Norman Community Health Clinic

<http://lnchc.org/>

What is their schedule?

- Office hours Monday through Thursdays from 8:00 am – 4:00 pm, and Fridays from 8:00 am – noon. No in-person appointments during this time.
- Will **not** offer:
 - labs
 - physicals for employment and sports
 - well woman visits
 - physical therapy
 - specialist on-site or referral to off-site specialists
 - programs and classes

Are they open to see patients in person?

- No

Are they doing telehealth? What are their fees?

- E-visits and tele-medicine visits will be offered for:
 - eligibility screenings
 - Community Health Worker appointments
 - counseling
 - routine sick visits**Call (704) 316-6611 to schedule e-visits and tele-medicine visits above*
- Will also offer drive-thru services for:
 - medication refills, including insulin
 - insulin strips**To receive these services, call (704) 316-6611 from our parking lot. If you do not have a cell phone, ring the bell at the deck entrance.*
- As of 4/6/2020, telehealth service fees are waived

Are they seeing new patients?

- Yes, new patients have access to telehealth services

Matthews Free Medical Clinic

<https://matthewsfmc.org/>

What is their schedule?

- Regular hours of operations over the phone, no in-person visits

Are they open to see patients in person?

- No

Are they doing telehealth? What are their fees?

- Yes, no charge
- Services are provided through phone and portal visits. Please call nurse triage line during regular business hours: 704-841-8882

Are they seeing new patients?

- Yes

Shelter Health Services

<http://www.shelterhealthservices.com/home/shelterhealth-services.php>

What is their schedule?

- Normal hours of operation. Walk-in care, Monday - Friday, 9:30 to 6:00. No appointments needed.
- **Salvation Army Center of Hope Residents Only**

Are they open to see patients in person?

- Yes

Are they doing telehealth? What are their fees?

- Not doing telehealth; all current services are free for residents

Are they seeing new patients?

- Continuing to see Salvation Army Center of Hope Residents Only

Shifa

<http://www.shifahealthclinic.com/>

*Clinic suspended until further notice. Check [Shifa Website](#) for updates or call 704-706-7856

Smith Family Wellness

<http://www.smithfamilywellnesscenter.com/>

What is their schedule?

- Regular hours of operation M-F - 9:00 AM - 5:00 PM

Are they open to see patients in person?

- Yes, all patients (scheduled and walk-ins) must call prior to entering the clinic and are limiting entry to only the patient and parent/guardian if under 18 years of age.

Are they doing telehealth? What are their fees?

- Non-urgent patient visits are being rescheduled to a later date or conducted via telehealth
- There are no fees for telehealth visits

Are they seeing new patients?

- Still accepting applications for new patients, but not making wellness appointments at this time.

Community Resources

MedAssist

<https://medassist.org/>

What is their schedule?

- MedAssist's main office is closed for in-person visits, but those interested can call 704-536-1790 or email info@medassist.org for assistance in obtaining prescription and over-the-counter medications

Are they taking new patients?

- New patients should contact MedAssist via phone or email for assistance in signing up

What are their fees?

- MedAssist offers a free pharmacy program for eligible North Carolina residents who are low-income, uninsured and fall at or below 200% of the FPL.
- MedAssist's Senior Care Program is a pharmacy resource for adults 65 and over whose Medicare Part D prescription benefits have run out. Contact MedAssist for fee information for this program.
- Their Over-the-Counter Free store is now available by pick-up only. Those interested may fill out an online form to request assistance: <http://www.123formbuilder.com/form-5342436/form>

Cardinal Innovations

<https://www.cardinalinnovations.org/>

COVID-19 number (access and Crisis call center)

- 24/7 at **1-800-939-5911** to connect you with the help or referrals you may need.

Are all their services continuing the same or have they changed? Do they have new services due to covid-19?

- Providers and staff to conduct meetings over the phone or computer. Providers are encouraged to utilize telehealth. Employees are working remotely and telecommuting.
- Provide online resource list: [Access here](#)

Charlotte Center for Legal Advocacy (LCCLA)

<https://charlottelegaladvocacy.org/>

Covid-19 phone number?

- 704-376-1600 (**Mecklenburg County**), 800-438-1254 (**Outside Mecklenburg County**) or 800-247-1931 (**Linea de Español**).

Are all their services continuing during COVID-19 or have they changed?

- Staff will largely be working remotely from home until further notice. Meetings available through phone/video
- No walk-in clients, but community intake line is operating normally

Do they have new services to assist the community during this COVID-19 crisis?

- Resource list and updates can be accessed [here](#)

Regional Aids Interfaith Network (Rain)

<https://www.carolinarain.org/>

Covid-19 phone number:

- [Click here](#) to access staff directory so you can email or call the appropriate staff member. Staff will return your call as soon as possible.

Are all their services continuing the same or have they change?

- Therapists are using HIPAA compliant software to **provide counseling virtually**.
- Staff are working with the pharmacies to schedule **delivery ONE client at a time** – asking deliveries to be left at the door
- Staff are reaching out to each client, **weekly**, to assess their needs such as food, childcare, transportation, medical and mental health – on a regular basis.
- Staff members are assigned different partner organizations and clinical sites to check for changes daily and report back to the entire staff if a change is identified.
- **All support groups and testing** have been postponed until further notice
- All staff are **working remotely** from their homes

Do they have new services due to covid-19?

- A COVID-19 resource book has been developed (ex: If a client identifies food as a need and there are local restaurants giving away free meals for kids – what are those restaurants, what are the hours, and are there any restrictions).
- A COVID 19 Emergency Assessment has been created and staff are calling our clients to complete it (these calls are made several times).

Atrium Health

https://atriumhealth.org/?gclid=EAIaIQobChMI0P3J75Dc6AIVBV8NCh0HBAzrEAAAYASAAEgKOKfD_BwE

- COVID-19 phone #: 704-468-8888 (24/7 Health Line)
- “Daily Dose” Coronavirus Disease (COVID-19) Updates: [This page is updated at least once a day](#)
- Helpful info via Atrium: [Coronavirus disease 2019 \(COVID-19\): Stay informed and find care](#)

Testing

- Testing for COVID-19 is done based on guidelines set by the CDC, and **only a healthcare provider can determine if you meet the criteria for testing. If a patient meets these criteria and needs to be tested, an Infection Prevention team will coordinate.**
- If you believe you may have COVID-19, **complete a free COVID-19 assessment** to review your symptoms, find the best care and learn if testing is appropriate.

COVID-19 Risk Assessment - FREE

- Online Assessment (24/7): Answer these quick questions to get recommendations on next steps for your care: [Can be found here](#)
- Phone Assessment (24/7): Review symptoms with a health care professional at 704-468-8888
- Nurse Video Assessment (8am-7pm): Review symptoms with a registered nurse via video. [Can be found here](#)

eVisit- FREE (24/7)

- For Atrium Health Patients Ages 18+ in NC or SC
- Log in to MyAtriumHealth to get care through a secure message.
- ** eVisits for coronavirus and respiratory symptoms are billed at no cost to the patient. All other eVisits are \$10.*

Virtual Visit - \$25**

- For All Ages in NC or SC
- Have a secure, face-to-face video chat with a trusted healthcare provider. Available 24/7.
- Sign up for free online or download the free Atrium Health Virtual Visit app.
- ***Many health insurance plans are temporarily covering some or all of the cost of video visits like Virtual Visit. Atrium Health will bill your insurance. If you have specific coverage questions, please call your insurance plan or contact your employer.*

Novant Health

<https://www.novanthealth.org/>

Covid-19 24-hour phone #: 877-499-1697 or 877-9NOVANT

Online assessment tool

- [Access here](#)

Screenings and testing

- Triage tents are available at our emergency departments to help screen patients who may need to be tested for the coronavirus
- Dedicated screening and respiratory assessment centers are available for patients with a referral. **Please call your provider first to determine if you should visit** a screening or respiratory assessment center. These locations are open **Monday to Friday, 8 a.m. to 5 p.m.**

Locations:

Novant Health Screening Center - Brunswick, 13 Medical Campus Drive, Supply, NC 28462

Novant Health Screening Center - Highland Oaks, 600 Highland Oaks Drive, Winston-Salem, NC 27103

Novant Health Screening Center - Huntersville, 16525 Holly Crest Lane, Suite 120, Huntersville, NC 28078

Novant Health Screening Center - Kernersville, 111 Gateway Center Drive, Kernersville, NC 27284

Novant Health Screening Center - Matthews, 3330 Siskey Parkway, Matthews, NC 28105

Novant Health Screening Center - Salisbury, 315 Mocksville Ave., Salisbury, NC 28144

Novant Health Screening Center - Thomasville, 903 Randolph St., Thomasville, NC 27360

Novant Health Urgent Care Testing

- [Click here to find a Novant Urgent Care Testing Center](#)
- Save your spot online. This will save you time and help us safely prepare for you and other patients.
 - If you cannot check-in online, please sign-in at our kiosk by the front door, then wait in your car. If you've opted for texts from us, our queuing system will text you when a provider is ready to see you! Otherwise, our staff will call you when it's your turn.
 - If you have symptoms of COVID-19 (fever with a cough and/or shortness of breath), please save your spot online and wait in your car. Our team members will evaluate your symptoms curbside to determine the appropriate care and see if you qualify for a COVID-19 test.
- More info [here](#) (*please check individual centers for hours*)

Mecklenburg County Public Health

<https://www.mecknc.gov/HealthDepartment/Pages/default.aspx>

- Mecklenburg County **COVID-19 hotline at 980-314-9400.**
- Mecklenburg County Public Health will make COVID-19 evaluation/triage and testing available to all who need it in our community regardless of insurance coverage. Talk with your healthcare providers or call the Mecklenburg County Public Health hotline 980-314-9400 for more information. **Call first before going to a medical office.**