

Neighborhood Health COVID-19 Community Partners Communication

Update # 3: March 29, 2020

Due to the coronavirus pandemic, we are implementing the following service changes in order to keep staff and patients safe.

1. **Modified Work Hours:** Starting Monday March 30, all clinics will operate Monday to Friday 8:00am to 4:30pm. Evening and Saturday clinics will be suspended.
2. **Video/Telephone Visits:** Most visits are being conducted telephonically, with video option available (WhatsApp or Facetime) if patients have access.
3. **Deferred Visits:** Routine care including physicals, well child exams ages 2 and older, well women exams, and regular dental care are being deferred until further notice.
4. **No Walk-Ins Accepted:** We are not accepting walk-ins. Patients will need to call to schedule a telemedicine visit instead.
5. **Open Facilities:** Our medical clinics at East Glebe Road, Casey Health Center, Richmond Highway, Merrifield Center, South County Center, and Sherwood Hall Lane will remain open. Patients are primarily being served through telemedicine, and walk-ins are not accepted.
6. **Closed Facilities:** Our medical clinics at the Arlington Community Services Board (CSB), Alexandria CSB, and Gartlan CSB will be closed. Services will be provided via telemedicine. In addition, we are not seeing patients at the ACPS Wellness on Wheels (WOW) Bus, Arlington Dental Clinic, or the Richmond Highway Dental Clinic.
7. **Fairfax County Sites:** Our clinics located at the Fairfax County buildings in South County and Merrifield will be open primarily for telemedicine but also limited in-person patient visits, even though the buildings will be otherwise closed to County clients. Walk-ins are not accepted.
8. **Other measures:** In addition to the move towards telemedicine, we have implemented physical distancing and mask use among all staff and increased disinfection throughout our clinics. We have installed glass barriers at our front desks and are conducting pre-screenings at front entrances.

Please see previous updates for additional information. They can be found on our website by clicking [here](#).