

FCRHC MESSAGE BOARD:

Visitor Restrictions

FCRHC is implementing additional precautions to mitigate the spread and impact of the novel coronavirus 2019 (COVID-19) pandemic.

FCRHC is implementing tightened visitor restrictions and is adding procedures to protect patients arriving for treatment or appointments.

Updates to Services & Hours

Monday – Friday – 8:00 AM to 5:00 PM

Please confirm all appointments or call for a new appointment. To ensure every patient is routed to the proper care location and to limit the risk of exposure, all patients are asked to call existing appointments 903-537-9127 prior to traveling to the clinic. Separate clinic locations or entrances have been designated to care for patients with non-respiratory health issues who still need to see a provider.

Upon arriving at the clinic, please call 903-537-9127 to announce your arrival. Please remain in the car until someone calls you that your room is ready. When ready, a nurse will meet you at the door and take your temperature. If you have a temperature or signs and symptoms of novel Coronavirus 2019, our team will take further precautions for your safety and others.

We understand these times are stressful, but your cooperation helps you, our clinical staff and others in our community. By practicing safe behaviors, we will mitigate the Coronavirus from spreading.

Telehealth Options

Patients will be triaged to appropriate care, including virtual Telehealth options whenever possible. If a triage nurse determines a patient must be seen in person, the patient will receive clinic location information and instructions over the phone. Walk-ins cannot be accepted.

Whenever possible, virtual telehealth visits are encouraged for patients with non-emergent health issues.

Frequently Asked Questions

Q: Are lab, imaging, radiology, etc. services still available?

A: Yes, as needed. Please call our office for this service.

Q: Can Telehealth visits be billed to my insurance?

A: The Government is now lifting the restrictions for billing for Telehealth through insurance providers or Medicare/Medicaid.

As a reminder, phone screenings for COVID-19 are completely free; call your primary care provider's office at 903-537-9127 TODAY.

Q: If I come to FCRHC for other care concerns, am I going to be exposed to COVID-19?

A: FCRHC has implemented multiple precautionary measures to minimize any exposure for visitors, patients and staff. This includes tightened visitor restrictions, enhanced cleaning procedures, social distancing measures and elimination of elective and non-urgent procedures to minimize the number of people in our facilities.

Q: If I have to come to FCRHC or go out in public, should I wear a mask?

A: According to the CDC, no recommendation can be made at this time for mask use in the community by asymptomatic persons, including those at high risk for complications, to prevent exposure to influenza viruses. If unvaccinated high-risk persons decide to wear masks during periods of increased respiratory illness activity in the community, it is likely they will need to wear them any time they are in a public place and when they are around other household members.

Q: Will I be screened before entering FCRHC?

A: Patients will be contacted prior to their appointment with details. Your temperature will be taken prior to entering the clinic and precautions made so that everyone entering will receive the appropriate care.

Q: What can I do to help?

A: The American Red Cross is in critical need of blood donations as COVID-19 is causing serious shortages in blood supply. Visit [redcrossblood.org](https://www.redcrossblood.org) for information on how you can donate.