



MEDIA RELEASE

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FOR IMMEDIATE RELEASE

The Family Health Centers Continues Access to Care for Patients During the COVID-19 Pandemic

March 26, 2020 – Asheville, NC – With the progression of the COVID-19 pandemic, there is a national shift in primary care to virtual visits, and to deferring in-person visits when appropriate.

The Family Health Centers has responded to the need to maintain social distancing by offering virtual “Telehealth” visits during normal business hours, and with most of practice providers.

The Family Health Centers recommends Telehealth visits for routine rechecks, Medicare annual wellness visits and most sick visits. Annual physicals cannot be done virtually at this time, and must be rescheduled until the pandemic is resolved.

When a Telehealth visit is scheduled, patients respond to a text on a Smartphone. If a Smartphone is not available, the provider will call the patient on the telephone. For patients who are concerned about costs, The Family Health Centers has learned that many insurance carriers are waiving co-pays during the COVID-19 crisis, including co-pays for Telehealth visits.

The Family Health Centers has implemented precautions to allow providers to see patients, and to provide lab testing, in-person, when medically necessary.

The Family Health Centers asks patients to call (828) 258-8681 to be scheduled for a Telehealth visit, or to be directed to the appropriate facility for in-person care.

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The Family Health Centers, PA is the largest independent family practice in Western North Carolina. The organization employs twenty-four board-certified providers and more than seventy full-time staff members. The practice is a founding member of the Western North Carolina Independent Physician’s Association. (WNC IPA, LLC.) Find The Family Health Centers online at www.fhconline.com

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