

FoundCare on the **FRONT LINES**



**THE BATTLE AGAINST
CORONAVIRUS
A SPECIAL REPORT**

Supporting Our Community In Crisis

FoundCare is continuing to serve those in our community during the COVID-19 pandemic by providing a wide range of services. As a community health center, FoundCare was the first in Palm Beach County to offer drive-through COVID-19 testing. Mobile pop-up testing sites, manned by FoundCare doctors and nurses, have been set-up in underserved communities in the County including Belle Glade, Pahokee, Riviera Beach, Delray Beach, Boynton Beach, West Palm Beach, and Lake Worth. A large testing event was also held for the Guatemalan-Maya Center where 362 people were tested. In addition to our mobile testing efforts, FoundCare continues testing at

our Palm Springs location every Wednesday by appointment. Testing is offered for free to those in our community as long as there is a demand for COVID-19 testing.

At the beginning of the pandemic, in addition to testing, primary adult and pediatric medical care, infectious disease care, women's health, and case management services continued. Many of these services were



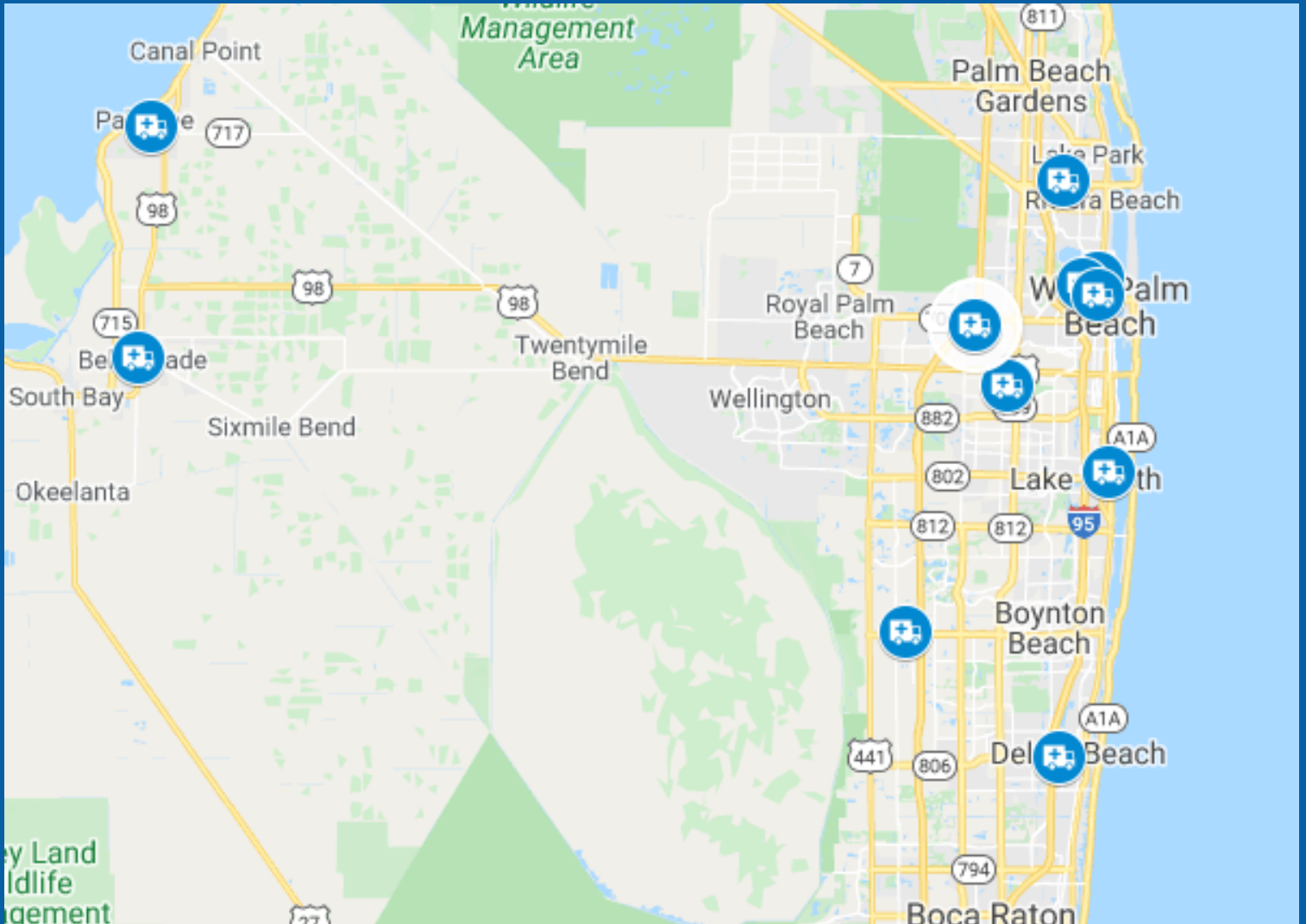
offered using Telehealth technology to keep our patients and staff safe. Currently, all in-person visits and services, including dental, have resumed. Telehealth will still be available to patients who would like to receive care from the comfort of their home. Pharmacy services have remained open and free prescription delivery has been offered to all FoundCare patients.



“As the economic crisis continues to fuel unemployment and loss of insurance coverage, more and more people will seek FoundCare for help. As a federally qualified health center, no one is turned away for services regardless of their ability to pay. We are going to continue to need support.”

**– Yollette Bonnet,
Chief Executive Officer**

COVID-19 MOBILE TESTING EFFORTS



- West Palm Beach- Dunbar Senior Center
- Riviera Beach- Jay Outreach and Ministry
- Delray Beach- Cros Ministries
- Boynton Beach- Caridad Community Health Center
- West Palm Beach- Gaines Park
- Belle Glade- Belle Glade Plaza
- Lake Worth- Sacred Heart Catholic Church
- Pahokee- MLK Park
- West Palm Beach- Gaines Park
- West Palm Beach- Tabernacle Ministry Baptist Church
- West Palm Beach- Drexel Senior Apartments
- West Palm Beach- Dyson Circle Apartments

DRIVE-THROUGH COVID-19



foundcare

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BY APPOINTMENT ONLY

When:

Every Wednesday
7:00 a.m. - 11:00 a.m.
4:00 p.m. - 7:00 p.m.

Where:

2330 S. Congress Avenue
West Palm Beach, FL 33406

Must be 18 or older to schedule an appointment.



561-967-0365

COVID-19 TESTING

Mobile Check-In Implementation

Mobile Check-In Now Available!



Keeping You Safe with Mobile Check-In

In a continued effort to safeguard our patients and staff, FoundCare has implemented a new check-in process that allows you to check-in for your appointment from any internet ready device such as a cell phone, tablet, or laptop.

This new check-in process will allow our onsite patients to spend less time at our health center and will help promote social distancing. By allowing patients to check-in and provide information electronically, we will reduce the spread of viruses.

PRE CHECK-IN

After you schedule your appointment, you will be sent an email that will allow you to check-in prior to your appointment. You can begin the check-in process by clicking on the secure link provided in the email.

You will then be asked to identify yourself using your name and date of birth.

Within 24 hours, if you have not checked-in, you will receive another email reminder.

VERIFY INSURANCE & SIGN DOCUMENTS

After confirming your appointment, you will be asked to verify your health insurance. You will also be given the option to upload a new photo of your health insurance card should you need to update your information.

You will then be asked to fill out and sign any required patient forms. An electronic signature will allow for quick and easy upload.

GRAB YOUR CHECK-IN CODE

Upon completion of pre check-in, you will be provided with a unique patient code. This code will be re-sent through email and/or text message right before your scheduled appointment.

COMPLETE YOUR CHECK-IN

When you arrive at FoundCare, you can complete your check-in by notifying our staff of your arrival. There are two options available:

1. Select link in text or email received from your mobile device and enter your unique code.
2. Present code to one of our receptionists at the front desk.



Telehealth Services Implemented

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

Appointments Available for New and Established Patients



FoundCare is open!

We know these are challenging times for everyone and we want you to know that **we are here for you.**

In-person appointments are available at our Palm Springs health center located at 2330 S. Congress Avenue in West Palm Beach. Normal business hours include daytime, evening, and Saturday appointments. (Please call to verify hours).

In order to safeguard our patients and staff, we are asking all patients with an in-person appointment, to please arrive with a face mask or cloth face covering that properly covers the mouth and nose.

In addition to our in-person appointments, FoundCare is offering Telehealth services which allow you to meet with a FoundCare doctor from the comfort of your home.

We hope you are well and look forward to seeing you soon!

How does Telehealth Work?

Telehealth allows you to videochat with a doctor through any smart device that has an integrated camera and microphone (or an external port) such as a cell phone, laptop, or desktop computer. Internet is typically required for better streaming capabilities (clearer video picture) but may be accessible on your phone without internet depending on the amount of data you have available through your carrier. You may be able to create a 'mobile hotspot' to a laptop or computer that allows your phone to utilize its data to provide WIFI to these devices if internet is not available.



How do I get started?

FOUNDCARE TELEHEALTH SERVICES

FoundCare Telehealth Service Hours:
Please call to verify.

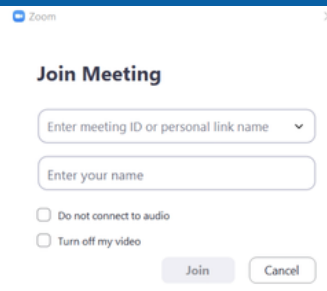
To schedule an appointment, please call:
561-HEALTHY (432-5849)

1. SCHEDULE A VISIT

You will be provided with a Meeting ID and Password (for your security) when you schedule your appointment. These will be utilized to access your appointment on Zoom.

2. DOWNLOAD THE FREE ZOOM APP

Download the [FREE Zoom app](#) to your phone or computer. Your device will need to have a camera and microphone in order to utilize the Zoom app.



3. JOIN MEETING

On the day and time of your appointment, you will go to your Zoom app and click on 'Join' or 'Join a Meeting'. This will prompt you to enter the **Meeting ID** and **Password** that was provided to you when you booked your appointment. Your audio and video must be connected in order to join.

4. MEET WITH A FOUNDCARE DOCTOR

Videochat with your doctor online. Telehealth visits are the same as an in-person visit with your doctor - except online! If you are an established FoundCare patient, you will still be able to schedule a visit with your primary care doctor.

[FoundCare Telehealth Quick Start Guide](#)

Frequently Asked Questions

1. I'm not tech-savvy. Is Telehealth right for me?

You do not have to be tech-savvy to take advantage of our Telehealth services. We've included a link to a printable handout that walks you through all of the steps you need to download the Zoom app. It's called the [FoundCare Telehealth Quick Start Guide](#). After that, it's as simple as typing in a Meeting ID and Password. Have you ever used Skype or Facetime? A virtual doctor's visit can be just as simple.

2. What conditions can I get treated for via Telehealth?

Rashes, flu, sinus infections, UTI, migraines, acne, mental health counseling, substance abuse counseling, contraceptive counseling, and prescription refills are just a few examples of conditions we can treat and services we can offer via Telehealth. FoundCare offers a variety of services in one convenient location making us a one-stop-shop for your primary care needs.

3. How can the doctor diagnose me without actually doing a physical exam?

This is a great question, and one that comes up often. A physical exam is not required by a doctor to diagnose and treat many conditions. Your medical history makes up a large part of your evaluation. When you combine that with your interaction with your doctor, how you are feeling right now can be just as important to your doctor as a physical exam would be. Any additional visual information that is needed to make a diagnosis will be requested by your doctor at the time of your visit, if necessary. Your doctor will let you know if they recommend an in-person visit to further assist you.

3. Will my insurance cover the visit?

Every patient seen by FoundCare providers receives the same high-quality standard of care regardless

TELEHEALTH SERVICES

FoundCare Telehealth Service Hours:

Monday- Friday: 8 a.m. - 5 p.m.

To schedule an appointment, please call:

561- HEALTHY (432-5849)