

Phase II Restoration of Fenway Health: Restoration of Care & Services

What steps will Fenway be taking to keep me safe during an onsite appointment?

What will be different when I visit a Fenway location?

We have made changes at our Fenway Health locations to help prevent the spread of COVID-19 and to better keep our staff, patients, clients, study participants, and visitors safe:

- Anyone entering one of our buildings will be screened for COVID-19.
- Staff and visitors at all of our locations will wear masks.
- We have rearranged furniture and added signage to encourage social distancing.
- We regularly clean and disinfect all public areas, exam rooms, restrooms, and work spaces.
- Most staff continue to work remotely. While we still prioritize continuity with your care team, you may be more likely to receive in-person care from staff on other teams.
- We have created clinical and appointment algorithms to help manage on-site volume and flow.
- We have adjusted our workflows to help more efficiently move people through our buildings during their appointments.
- Where possible, we have enacted unidirectional foot traffic through our facility to prevent crossing traffic and unnecessary exposures.
- We ask that you try to arrive for your appointment no earlier than ten minutes before it is scheduled. We aim to limit your time spent in waiting areas.
- Parents of young children and guardians or caretakers of adults who require special assistance are welcome in our clinical spaces, but we request that other companions remain outside of our buildings if possible while your appointment is completed. This will help us better maintain physical distancing for everyone.

Will I be screened for potential COVID-19 exposure before entering your building?

Yes. Everyone entering a Fenway Health clinical or public health space will be screened for possible exposure to COVID-19. This includes all staff, patients, clients, and other visitors. We will not be implementing temperature checks as there is not good public health data to support this screening approach at this time.

Do I need to wear a mask to my appointment?

Governor Baker recommends that everyone should wear a mask while out in public. If you are coming to a clinical appointment at a Fenway Health location, we will provide a surgical mask for you to wear while you are in our space. We ask that you wear this mask instead of any cloth masks or face coverings you might have worn to travel to your appointment.

How will social distancing work in the waiting rooms?

We have reduced the amount of seating in our waiting rooms and spaced the remaining seating out to help maintain physical distance. We have installed plexiglass at our check-in areas to keep staff and patients safe and have placed social distance markings on the floor. We are also working

to space out patient appointments so that waiting rooms will not fill up while people are waiting to see their provider.

We ask that you arrive no more than ten minutes early to your appointment. Parents of young children and guardians or caretakers of adults who require special assistance are welcome in our clinical spaces, but we request that other companions remain outside of our buildings if possible while your appointment is completed. This will help us better maintain physical distancing for everyone.

○ **Can I bring a visitor with me to my appointment?**

Parents of young children and guardians or caretakers of adults who require special assistance are welcome in our clinical spaces, but we ask that other companions remain outside of our buildings while your appointment is completed. This will help us better maintain physical distancing for everyone.

○ **How often are work areas, the waiting rooms, bathrooms, and exam rooms being disinfected? How are they being disinfected?**

We have ramped up our efforts to keep our facilities safe and clean. We clean and disinfect exam rooms thoroughly after every visit. We also clean high touch surfaces such as hand rails, doorknobs, countertops and chairs regularly throughout the day using CDC-approved disinfectants.

○ **Will there be a limit to the number of people allowed inside Fenway buildings at the same time?**

We are assessing the capacity of each of our locations and creating clinical and appointment algorithms to help manage on-site volume and flow to ensure patients and staff are able to maintain a safe physical distance at all times.

What onsite services are available?

○ **COVID-19 Testing**

Testing is available Monday–Friday, 8 am–12 pm, by appointment. If you think you need a COVID-19 test, please call the medical appointment line at 617.927.6000 to schedule a telehealth visit to be evaluated by your provider. Fenway is now testing those who have symptoms, are an asymptomatic close contact of someone who has tested positive for COVID-19, who have attended protests and other large gatherings, or have an underlying health condition including diabetes, HIV infection, heart disease, or liver disease that puts them at higher risk for severe COVID-19 illness. For a full list of underlying health conditions, visit the [CDC web site](#).

If you are not a Fenway patient, but would like to get evaluated for a COVID-19 test, please call 617.927.6000

• **Antibody Testing?**

Accurate information about COVID and how to best screen for it is rapidly changing. Although the Quest Labs COVID IgG antibody test is available to us, we still don't know how to best interpret the results. We don't yet have enough informa-

tion to know how test results relate to a history of COVID infection, and results may not adequately indicate if you have been infected with COVID, just exposed to COVID, or if you are immune to COVID. Before we give advice on who should be tested, we need to learn more about who it is best for.

As a result, we are not recommending testing for most people. If you have questions, we are happy to schedule a telehealth visit to discuss if this testing is right for you. Please do keep in mind that guidance regarding testing is likely to change in the upcoming weeks and months. Please check [our website](#) for updates on testing.

○ Medical and Nursing Departments

Our Medical and Nursing Departments continue to offer [telehealth](#) care to patients for most issues. Our Phase 2 expansion allows us to now schedule in-person appointments for all of the following reasons:

- acute illnesses that require an in-person evaluation (examples: skin infections, abdominal pain, vaginal bleeding, STI symptoms)
- chronic illnesses that require an in-person evaluation (examples: diabetes, high blood pressure)
- adult preventive care that requires an in-person visit (examples: mammograms, pap smears)
- pediatric preventive care (examples: well child visits, immunizations)
- reproductive health care that requires an in-person visit (long-acting reversible contraception procedures, inseminations, obstetric visits)
- procedures aimed at treating progressive conditions that, if deferred, may lead to high risk or significant worsening of a patient's health (examples: skin biopsies of suspicious lesions, cervical colposcopy, high resolution anoscopy)
- continued administration of injectable medications (examples: testosterone or estradiol injections)
- any care for patients who cannot utilize telehealth

You can make appointments for telehealth and onsite care:

- At **1340 Boylston Street:**
Monday – Friday 8:00 am – 5:30 pm;
Saturday 9:00 am – 1:00 pm. Telehealth and in-person appointments 617.927.6000.
- At **Fenway: South End:**
Monday – Friday 8:00 am – 5:30 pm.
Telehealth and in-person appointments 617.247.7555.
- We have also consolidated clinical staff from the Sidney Borum, Jr. Health Center to 1340 Boylston and the South End. Borum patients can continue to call 617.457.8140 to make appointments at one of those locations or for telehealth services.

- You can also schedule a medical appointment or become a new patient by using our [online scheduling system](#).
- Medical telehealth visits may occur outside of these hours.

We continue to work with our partner hospital Beth Israel Deaconess Medical Center (BIDMC) to ensure that our patients who have respiratory symptoms and need an in-person evaluation can access care through BIDMC's Ambulatory Respiratory / Cohorted Care Unit (ARCCU), urgent care clinics, or Emergency Department (ED).

If you have any questions about how we can best help care for you, please don't hesitate to reach out to your medical team or to call our Nursing line at 617.927.6300.

○ Behavioral Health

Our Behavioral Health Department continues to offer [telehealth](#) care and will do so for the foreseeable future. We are providing psychiatry, psychotherapy, group therapy, and addiction recovery and wellness care. Our Violence Recovery Program also continues to provide counseling and advocacy services via telehealth.

Our Walk-In services for registered Behavioral Health clients remain accessible through telehealth Monday through Friday from 12:00 pm – 4:00 pm, with planning underway to resume onsite care in the near future. The Behavioral Health Walk-In Zoom room opens each day at noon and stays open until 4:00 pm. It is accessible by using the Zoom ID: 795 004 7430. Anyone without access to Zoom can receive telephone-only support. For more information, call 617.816.8242.

Our group Acupuncture Detox program will remain closed for the time being, but we are working on plans to reopen in the near future. For more information, call 617.927.6202.

If you would like to register as a new patient or make a behavioral health or addiction recovery & wellness appointment, please call the Behavioral Health Intake Line at 617.927.6202.

○ Dentistry

We are still determining how best to safely reopen Dentistry services. ALL Dentistry patients are required to contact our Dental Line at 617.927.6127 to schedule an initial [telehealth](#) appointment with a dentist, who will then assess the need for an on-site appointment on a case-by-case basis.

○ Optometry

You can schedule a [telehealth](#) appointment with an optometry provider for either a new issue or for follow up of an existing condition by using our [online scheduling system](#) or calling our Optometry Line at 617.927.6190. In person appointments are also available for urgent and emergent eye care issues.

○ Pharmacy

Pharmacies at both 1340 Boylston Street and Fenway: South End remain open to serve you during the following hours of operation:

1340 Boylston Street (Ansin Building)

Monday – Friday 8:30 am – 7:00 pm

Call 617.927.6330 – please ask us about how we can deliver or mail your medication to your home or workplace free of charge. [Request refills electronically](#) or via the Rx2Go app on your mobile phone.

142 Berkeley Street (Fenway: South End)

Monday, Tuesday, Thursday 8:00 am – 5:30 pm

Wednesday 8:00 am – 6:30 pm

Friday 8:00 am – 5:00 pm

Call 617.927.6163 – please ask us about how we can deliver or mail your medication to your home or workplace free of charge. [Request refills electronically](#) or via the Rx2Go app on your mobile phone.

○ **Can I have blood work done?**

The Quest Labs locations at both 1340 Boylston Street and Fenway: South End/142 Berkeley Street are open and able to assist with any blood work you need.

Hours of operation for the labs are:

Monday – Friday: 8:00 am – 5:30 pm

Saturday: 9:00 am – 1:00 pm (*1340 Boylston Street only*)

○ **Will public health programs have in-person appointments and services?**

Our HIV/STI clinic is now open at 1340 Boylston Street by appointment only for HIV/STI testing, STI treatment, telehealth PrEP navigation services, and telehealth linkage to care and services. Walk-in hours remain on hold for the time being. We will continue to evaluate guidance from state and local public health officials to help with decisions about when walk-in services might resume.

The Access Drug User Health Program team continues to do amazing street outreach work to the community via foot, bike, and our Access van. For the foreseeable future, the Access team will continue to use this outreach model to deliver supplies, pick up sharps, and help clients obtain or refill prescriptions for substance use disorder treatment.

Our housing, rental, utility assistance, and and legal program staff continue to serve clients remotely. Plans for reopening other public health programs are in development.

○ **Will public health HIV/STI testing resume?**

Fenway Health’s HIV/STI clinic is now open at 1340 Boylston Street by appointment.

Call us at 617.267.0159. We offer:

- HIV/STI testing
- STI treatment
- Telehealth PrEP navigation services
- Telehealth linkage to HIV care services

○ **Are walk-in hours returning for any clinics?**

Walk-in hours remain on-hold for the time being. We will continue to evaluate guidance from public health and elected officials to help with decisions about when walk-in services might resume.

○ **When will support groups resume in person?**

Support groups will continue to be held remotely for the foreseeable future. We will continue to evaluate guidance from public health and elected officials to help with decisions about when in-person support groups might resume.

What if I have a condition known to complicate treatment for COVID-19 such as diabetes or cardiovascular disease or am over 65? Is it safe for me to come in for an appointment?

Fenway Health is taking steps to ensure the safety of all of our patients and staff. We are spacing out patient appointments over time throughout the day and practicing social distancing in our clinical spaces. Surfaces are cleaned and disinfected regularly and everyone entering our clinical spaces is screened for possible COVID-19 exposure and given a surgical mask to wear.

If you are concerned about traveling to a medical appointment because of an underlying health condition, please call us at 617.927.6000 and ask to speak to your care team about your concerns.

Can I still choose to use telehealth services?

Yes, Fenway Health will continue providing telehealth appointments. If you need to schedule an in-person or telehealth appointment with a medical provider for either a new issue or for follow up of an existing condition, you can [schedule an appointment online](#). You can also call our Appointment Line at 617.927.6000 if you are a patient at our 1340 Boylston Street location or 617.247.7555 if you are a Fenway: South End patient.

Behavioral Health visits and groups will continue to happen remotely via telehealth for the foreseeable future. If you would like to register as a new patient or make a behavioral health or addiction recovery & wellness appointment, please call the Behavioral Health Intake Line at 617.927.6202.

Our Dental Department is offering telehealth visits for some diagnostic procedures. Call 617.927.6127 to schedule an appointment.

You can schedule a telehealth appointment with an optometry provider for either a new issue or for follow up of an existing condition by using our [online scheduling system](#) or calling our Optometry Line at 617.927.6190.

I have lost my health insurance since my last appointment. How can Fenway Health help?

If you and your family are currently uninsured, Fenway is here for you. If you live in Massachusetts, we can help you enroll in Commonwealth Care, MassHealth, and other programs. We can also talk to you about our sliding fee schedule for patients and clients. Call us at 617.927.6000 and ask for an appointment with our financial assistance counselors. No one is denied care based on ability to pay.

Are research studies seeing participants? How do I sign up?

Yes, The Fenway Institute is still enrolling participants in research studies, including studies designed to help combat COVID-19. You can learn more about [current studies here](#) and if you are interested in screening for a study, please fill out [this form](#) or contact our Research Department directly at 617.927.6450.