

YOUR GUIDE TO CARE DURING THE CORONAVIRUS

The coronavirus has changed how we deliver care. Learn how our primary care services, video visits for urgent and primary care needs, Express Care, and emergency room can offer the right level of care, right when you need it most.



Health emergencies need emergency care.

If you have a life- or limb-threatening emergency, call 911 or head to your nearest emergency room. Less urgent? Use our [ER Online Check-in](#) and wait from the comfort of home.



Beaufort
Memorial

SAFE CARE, NOW & ALWAYS

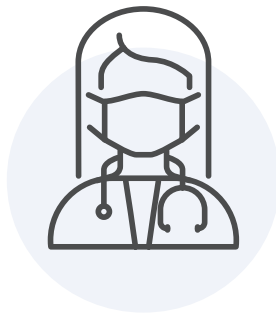
Beaufort Memorial has always prioritized patient safety. We have taken extra steps to protect you from the coronavirus in our emergency room and at our physician practices, clinics and outpatient settings.

SAFE PEOPLE

- All patients are screened for symptoms when scheduling appointments and asked to wear a face covering or mask from home while at their appointments.
- All patients have a safe care navigator who, upon a patient's arrival, will take a temperature reading, ask about COVID-19 symptoms, and provide hand sanitizer and, if needed, a face covering.
- All employees, medical staff and providers undergo COVID-19 screenings, including temperature checks, before entering our facilities.
- Employees, medical staff and providers wear isolation masks whenever in patient care settings, along with eye protection and gloves when performing patient care. In some situations, there are increased personal protective equipment requirements.
- Staff also wear face coverings when they are in situations that make social distancing difficult.

SAFE SPACES

- Appointments are being scheduled at reduced capacity to allow extra time for enhanced cleaning between each patient visit.
- All ink pens, clipboards and other materials are thoroughly disinfected after each use.
- Hand sanitizer stations are located at all entrances and exits.
- Waiting room furniture is positioned to ensure social distancing.
- Furniture and all high-touch surfaces in waiting areas are disinfected every hour while patients are being seen.
- Patient rooms are completely disinfected between each patient, as they always have been.
- Safety shields have been installed at check-in/check-out counters.
- Separate waiting areas are in place at our emergency room. Patients with mild fever and respiratory symptoms are directed to a separate COVID-19 triage and screening area.
- Technology proven to be 99.99% effective in wiping out COVID-19 is used to disinfect areas used for treating patients who have tested positive for COVID-19, are awaiting testing results or have respiratory symptoms.
- To maintain social distancing in waiting rooms, caregivers may be asked to wait in their cars until they are notified that the patient is ready to leave. For additional visitor information, visit [BeaufortMemorial.org/Visitors](https://www.beaufortmemorial.org/visitors).



SAFE DISTANCE

- Social distancing signs and floor decals remind patients to maintain 6 feet of separation from others.
- Social distancing in waiting rooms is being monitored. Individuals may be asked to wait in their vehicles if safe distances aren't being maintained. Beaufort Memorial Express Care and Occupational Health waiting rooms remain closed.



DOC AROUND THE CLOCK

Our BMH Care Anywhere telehealth service connects you with the care you need, when you need it.

SAFE AT HOME

All Beaufort Memorial primary care providers (PCPs) and specialists now offer video visits through BMH Care Anywhere. Call your provider's office to schedule a virtual visit for well care, sick visits, medication checks and refills, and chronic disease management. New patients can also schedule a visit to establish with a PCP.

Scheduled visits are available during normal office hours.

BMH Care Anywhere visits scheduled through your provider's office will be billed to your insurance company, and you will receive an invoice for your co-pay after the visit.*

START YOUR VIRTUAL OFFICE VISIT

- Contact your Beaufort Memorial provider's office by phone or through our [online patient portals](#). If you are a new patient, we will gather your health history, insurance information and other important details.

- Check your email for your appointment confirmation and click on "Get Started" to check your device.
- Open or install the app, and follow the prompts to create an account, if necessary, and select a pharmacy.
- Log in to the app 15 minutes before your appointment and select the "Scheduled Visits" option. When you select the visit from your calendar, you will be placed in our virtual waiting room and your provider will be notified that you are ready to begin the visit.
- See your provider!

Once your visit is complete, you will receive a summary and any care instructions via email or the in-app messaging feature. If you received a prescription, it will be sent to your pharmacy of choice.

*While most major insurance plans are covering scheduled telehealth visits, you are encouraged to call to verify coverage before your appointment.

URGENT CARE ON YOUR SCHEDULE

BMH Care Anywhere stays on even when your provider's office lights turn off. Board-certified physicians, physician assistants and nurse practitioners can see you any time of day or night for common, nonemergency conditions, such as:

- Bronchitis or respiratory infection
- Bug bites
- Cold or flu
- Cough, sore throat, chills or fever
- Earache
- Headache/migraine
- Pink eye
- Rash or skin irritation
- Sinus infection
- Upset stomach/nausea
- Urinary tract infection

Each urgent care visit costs just \$59. Payment is due up-front and can be paid using a credit, debit, health savings or flexible spending account card.

START YOUR URGENT CARE VISIT

- Log in to BMH Care Anywhere using the mobile app or website.
- Select the health care provider you'd like to see.
- Briefly describe your medical history and reason for the visit.
- Select your pharmacy.
- Enter your payment information.
- Check the screen to see your waiting time and find out when the health care provider is ready to see you.
- Discuss your health concern with your selected health care provider. He or she will make a diagnosis and, if needed, send a prescription to your pharmacy.

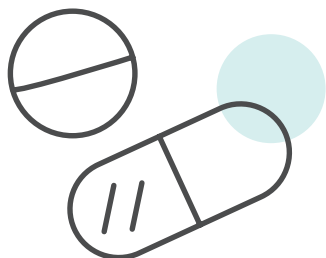
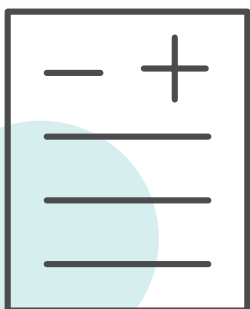


SIGN UP

BMH Care Anywhere can be used on a smartphone, tablet or computer anywhere you have internet access. Download our [iOS](#) or [Android](#) mobile app, or [create an account online](#).

KNOW WHERE TO GO

When you need in-person medical care in a hurry, Beaufort Memorial offers a full range of options.



EXPRESS CARE

Video visits offer serious convenience, but sometimes you need in-person care just as quickly. [Beaufort Memorial Express Care locations in Bluffton, Okatie and Port Royal are open](#). Patients must call ahead for instructions and to reserve their spot in line (Bluffton: [843-706-2185](#); Okatie: [843-706-8840](#); Port Royal: [843-524-3344](#)).

You can receive treatment for common conditions and services, such as:

- Earache
- Fever
- Immunizations
- Physicals for work or school
- Sore throat
- Sprains and strains

Hours: Mon.-Fri. 8 a.m.-8 p.m.
Sat. 8 a.m.-5 p.m. | Sun. 1-5 p.m.

Locations:

[1 Burnt Church Road, Bluffton](#)
[122 Okatie Center Blvd. North, Okatie](#)
[1680 Ribaut Road, Port Royal](#)

FOR YOUR SAFETY

Some Express Care clinic waiting rooms are closed and patients must wait in their cars. Upon arrival, call to check in and wait in your vehicle to be seen by a provider.

EMERGENCY CARE AND ONLINE CHECK-IN

Serious but non-life-threatening conditions need a higher level of care from our emergency room (ER) providers. [Check in online](#) and wait from the comfort of home the next time you need help for:

- Abdominal pain
- Broken bones
- Burns
- Conditions requiring an X-ray, CT scan and/or ultrasound
- Serious cuts

Serious and life-threatening conditions require immediate medical attention. **Call 911 for lifesaving medical help if you or a loved one experiences:**

- Coughing up or vomiting blood
- Difficulty breathing
- Heart attack or chest pain/pressure
- Loss of consciousness
- Poisoning
- Stroke (sudden severe headache, problems seeing, speaking or moving)

Hours: 24 hours, every day

Location: [955 Ribaut Road, Beaufort](#)

To maintain safety at our ER, patients with mild fever and respiratory symptoms are directed to a separate COVID-19 triage and screening area.

WALK-IN CARE AT PUBLIX

BMH Care Anywhere video visits are available at select Lowcountry Publix locations. When you visit Walk-In Care at Publix, you'll sit in a private kiosk, where you'll use BMH Care Anywhere video technology and have access to tools, such as a blood pressure measurement device, pulse monitor and thermometer, that enable your health care provider to offer a more accurate diagnosis.

Publix Pharmacy staff have put **safety processes and cleaning procedures in place** based on guidance from the Centers for Disease Control and Prevention. After each patient visit, the kiosk and equipment are thoroughly cleaned and disinfected.

Once your visit is complete, you can pick up your over-the-counter or prescription medicines (if needed) right there at the Publix pharmacy. You can also shop for other items to help you feel more comfortable, such as juice, tissues and chicken soup.

Walk-In Care at Publix is open during pharmacy hours.

Cost: \$59 per visit

Locations:

Publix at Buckwalter place

101 Buckwalter Place Blvd.
Bluffton

Publix on Lady's Island

61 Lady's Island Drive
Beaufort

