

MEDICAL, PHYSICAL THERAPY, BEHAVIORAL HEALTH and MEMBER CLAIMS
VIDEO-CONNECT & TELEPHONE SERVICES NOW AVAILABLE FOR
TOMS RIVER SCHOOLS PARTNERSHIP HEALTH CENTER MEMBERS!

ON-SITE MEDICAL & PHARMACY SERVICES. Please note that **PHCBR** is open regularly scheduled hours for in-person medical and pharmacy services. However, although **PHCBR** continues its policy of easy-access, during this period of COVID-19 emergency, telephone contact beforehand is required for all services, including X-ray and lab services. Curbside pickup pharmacy services are available for those unable to come to the pharmacy window. Please call (**PHCBR: 732-771-2222**) to arrange any appointment or Rx pickup.

As always if you feel you have any emergency do not hesitate to call 911 or have someone accompany you to your nearest emergency room. If you have any questions about the coronavirus disease (COVID-19) or any other health concerns, please contact the Partnership Health Center's professional staff at our **PHCBR** location. We are here to help you through this difficult time.

VIDEO-CONNECT & TELEPHONE SERVICES. We are pleased to announce that video-connect services for medical, Physical Therapy, counseling and claim services are also available for those unable to visit **PHCBR**. You will enjoy access to the same **PHCBR** providers as if you were to visit in person! Please note that during the COVID-19 emergency PT treatments, mental health counseling and member claim services are available only through video-connect capabilities and not available through in-person visits to **PHCBR**.

Also, please note that because of the unique nature of **PHCBR**, you can arrange telephone consultations with our providers if you do not feel comfortable with video-connect. With some exceptions, network and out of network providers will not do tele-medicine without both audio and video interactions. They usually require video to be included for remote contact purposes because of insurance company requirements. Because **PHCBR** is dedicated only to its membership, it does not have that limitation!

To arrange any **PHCBR** video-connect or telephone service, please contact us. One of our professional staff will answer any questions, provide instructions for video sessions and schedule your appointments. Below are procedures we use to conduct a video-counseling session. **PHCBR** staff will review these procedures prior to your first video-counseling session.

PROCEDURES FOR MEMBERS TO USE VIDEO-CONNECT SERVICES

1. Make a video-connect appointment by calling **PHCBR (732-771-2222)**.
2. Member should have access to a cell phone or computer with audio and video capabilities.
3. Member should download the free "Zoom" app on their phone or go to the "Zoom" website on their computer.
4. **PHCBR** staff will call the member at the time of the scheduled session to ensure availability.
5. Member should open Zoom and click on "Join a Meeting" on the top right-hand side of the page.
6. Member will see a box asking for a "Meeting ID and password." **PHCBR** staff will provide this information.
7. Patient confidentiality is maintained by **PHCBR** staff; the member should also be in a private area.
8. The member and **PHCBR** staff should remain on the telephone until the audio/video connection has been established.

BEHAVIORAL HEALTH: We have expanded our services for our Partnership Health Center members to include confidential video-counseling with our licensed **PHCBR** therapist.

Changes to lifestyle due to current public health measures may trigger stress symptoms or worsen already existing anxiety or depression. Or, circumstances unrelated to anxiety over the coronavirus may prompt one to feel the need for counseling. Whatever the reason, video-counseling gives you the option of utilizing counseling services from a remote and convenient location.

MEMBER CLAIM SERVICES: Partnership Health Center also offers member access to a specialist for purposes of benefit coverage questions as well as trouble-shooting health plan hospital and provider claims. Particularly during this time of uncertainty, please let us know how we can help address any benefit questions or claim related issues you may have.