



Connecticut Institute For Communities, Inc.

Dr. Francis J. Muska, Ph. D.
Board Chair

Hon. James H. Maloney, J.D.
President & Chief Executive Officer

April 6, 2020
By Electronic Mail

Dr. Sal Pascarella, Ed.D
Superintendent of Schools
Danbury Public Schools
63 Beaver Brook Road
Danbury, CT 06810

Dear Dr. Pascarella:

I'm writing on behalf of Connecticut Institute For Communities, Inc., which operates the Greater Danbury Community Health Center, a Federally Qualified Health Center (FQHC), based in Danbury. As an FQHC, we serve a ten-town service area in Connecticut, which includes Danbury.

The Greater Danbury Community Health Center (GDCHC) also operates four (4) school-based health centers in Danbury and one (1) in Newtown, all of which include medical and behavioral health services.

While schools are closed, CIFIC GDCHC's school-based health center staff continue to reach out to families in need of medical and behavioral health services at this difficult time. Specifically, GDCHC is offering telehealth services in internal medicine, pediatrics, and pediatric and adult behavioral health **and we're accepting all new patients**. In addition, we're also accepting new patients for telehealth screenings for COVID-19.

Please feel free to share this information with the families in your district if you feel it would be helpful at this time.

I've attached a "FAQs" document about our telehealth services. If we can provide further assistance to your district and its families at this time, please do not hesitate to reach out to Melanie Bonjour, CIFIC GDCHC's School Based Health Center Manager at: BonjourM@ct-institute.org.

Yours truly,

James H. Maloney



"CIFIC: Strengthening Families, Building Communities."



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|--|--|---|---|--|
| <input type="checkbox"/> Central Business Office
120 Main St., 4 th Floor
Danbury, CT 06810 | <input type="checkbox"/> Early Learning Programs
Danbury Head Start Center
37 Foster Street
Danbury, CT 06810 | <input type="checkbox"/> Beaver Street
Apartments Co-op.
1B Meehan Place
Danbury, CT 06810 | Greater Danbury Community Health Center | |
| | | <input type="checkbox"/> Health Center – Central Site
120 Main St., Danbury, CT 06810 | <input type="checkbox"/> WIC Nutrition Program
(Women, Infants, & Children)
80 Main St., Danbury, CT 06810 | |
| | | <input type="checkbox"/> Health Center – South
70 Main St., Danbury, CT 06810 | <input type="checkbox"/> School-Based Health Centers
120 Main Street, 4 th floor
Danbury, CT 06810 | |
| | | <input type="checkbox"/> Health Center – North
57 North St., Danbury, CT 06810 | | |

♦ An Equal Opportunity Provider & Employer ♦

Tel: (203) 743.9760 ♦ Fax: (203) 743.3411 ♦ Email: info@ct-institute.org



Connecticut Institute For Communities, Inc. (CIFIC)
Greater Danbury Community Health Center (GDCHC)
www.ct-institute.org
203-743-0100

Virtual/TeleHealth Visit Information & Frequently Asked Questions

1. *What CIFIC GDCHC services are available through Virtual/TeleHealth?*

Medicine and Pediatrics

- Available to all adults and children
- Chronic condition management
- Disease management
- Allergies
- Animal or insect bites
- Asthma
- Bronchitis and respiratory infections
- Colds, cough, flu & mild fever
- Earache & ear infection
- Headache and migraines
- Pink eye and eye infection
- Poison oak and ivy
- Rash and skin infection
- Sinus infections
- Sore throat, laryngitis & strep
- Sprains and strains
- Urinary tract infections
- Vomiting, diarrhea
- Nutrition
- Constipation
- Lice
- Behavior Concerns

Behavioral Health

- Counseling & Medication Management

WHAT IF I NEED A SCREENING FOR COVID-19 OR AN RX FOR COVID-19 TESTING? We can also do this via telehealth. Please refer to the patient registration procedures below.

2. *Do I need to be an existing patient to have a telehealth visit?*

No, you do not need to be an existing patient to register for telehealth. You can register as a new patient now (see “How do I register?” below).

NOTE: Established patients of CIFIC GDCHC can have telephone only visits with their clinicians/providers. All new patients are required to have a telehealth visit with video for their first visit to establish themselves as new patients.

3. How do I register?

You must call to be registered:

- 203-743-0100 for Adult Medicine or General Information
- 203-456-1411 for Pediatrics
- 203-791-5005 for Adult Behavioral Health
- 203-456-1412 for Pediatric Behavioral Health

Explain why you're calling. "I'd like to register as a new patient and schedule a telehealth visit."

You can also e-mail telehealth@ct-institute.org if you'd like to become a new patient.

4. What information should I be ready to provide if registering by phone?

- Name
- Address
- Date of Birth
- E-mail address
- Cell phone number (and home number if available)
- Gender
- Insurance Information (including party responsible for bill)
- Other demographic information

5. What type of electronic device do I need for a telehealth/virtual visit?

- Tablet or smartphone; OR
- If using a desktop computer or laptop, please make sure to have a webcam and microphone

6. How does a virtual or telehealth visit work?

- First, you must register as a patient (see above) and be given an appointment time.
- You will get a text or e-mail with a link to join your virtual visit. At your appointment time, you just click on the link to join the virtual visit.

7. Will I receive an after-visit summary?

Yes, you'll receive a visit summary through the patient portal.

8. Will I receive a prescription and how will I receive it?

If the clinician determines that a prescription is necessary, the clinician will send the prescription through a pharmacy of your choice by "e-prescription," meaning that the prescription is sent to the pharmacy electronically. You will not need to pick up a prescription order from GDCHC – it will be sent right to your pharmacy of choice.

9. When can I access a virtual visit?

Telehealth/virtual visits are available during CIFIC GDCHC's normal hours of operation: 8:00 a.m. – 6:00 p.m. Monday – Friday for Adult Medicine; 9:00 a.m. – 5:00 p.m. for Pediatrics; and 9:00 a.m. – 5:00 p.m. for Behavioral Health (and until 7:00 p.m. on Tuesdays).

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