



These are challenging times regarding the Coronavirus (COVID-19). But, know that Oak Orchard Health will be here to help you! We continue to provide the service and support you expect. We'd like to help answer some of the questions you may have:

Can I still contact Oak Orchard?

Of course, our health centers are ready for your calls. Albion: (585) 589-5613. Brockport: (585) 637-3905, Hornell: (607) 590-2424, Lyndonville: (585) 765-2060, and Warsaw: (585) 228-1195. You can visit our website at www.oakorchardhealth.org

What if I need an appointment, can I get one?

Yes, we know certain issues need an in-person appointment that we can set up. We can also use telehealth, a HIPAA compliant video connection between the patient and clinician. This a great way to connect when an in-person visit is not possible. Our staff will call patients to set up these visits. Thank you for working together with us - we can help make telehealth visits work for you!

If I feel ill and have COVID-19 symptoms, can Oak Orchard Health help me?

Yes. To fully understand your situation and to protect the community, we ask patients to call us first. If you are asked to come to our office, upon arrival, remain in the car and call us. This will allow us to take appropriate precautions to help prevent the spread of the virus.

Are you seeing dental patients?

Yes, we are. We modified operations due to COVID-19. All non-urgent appointments have been cancelled, however, we are available for emergency appointments (pain relief or infection risks). Call us so we can assess your situation and determine the next step.

Are your behavioral health services available?

Definitely! Our behavioral health providers are available. Call for an appointment.

Can I get assistance for optical issues?

We can help. Give us a call at (585) 637-3905 Option 3.

Can I get help with the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)?

Yes, we are contacting all participants and will provide services remotely via the computer and telephone. We ask participants to call one of our offices - Batavia 585-344-2203 or, Brockport 585-637-8809.

If I am instructed to come to the Health Center, will I be safe?

Of course! Oak Orchard Health continues to follow specific CDC guidelines regarding disinfecting our health center and we take this seriously.

Please visit our website for information on Coronavirus (COVID-19):

<https://www.oakorchardhealth.org/covid19>

At Oak Orchard Health, your health and wellness is our primary concern!