



FMC Audio Transcript | CEO, Jonathon Andrus  
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## **Video Update on Continued Access to Care**

“We’ve talked a lot this week about California's stay-at-home order. I want to encourage everyone to take this order seriously and stay at home unless you have an essential need.

One of those essential needs is medical care and just would like to talk for a few minutes about some of the options you have to access medical care at Fairchild Medical Center.

I’d like to start first with non-emergent needs. One of the exciting programs that we’ve just launched for non-emergent needs for Primary Care is Fairchild Medical Clinic is now offering scheduled virtual visits with your provider, where you can stay at home. So this would be able to address any of the medical needs that you have for basic Primary Care such as prescription refill, chronic disease management, and other needs that you might have. If you're currently a patient at Fairchild Medical Clinic we’re now able to offer you a scheduled virtual visit, where you can stay at home. To access the service please call 842-3507. Again that’s for a non-emergent need through Fairchild Medical Clinic.

Now if you have an emergent need, you have a couple of options we've been offering visits through Fairchild Express Care which is for low acuity emergent needs using smartphone technology. This has been a very popular service over the last month, we’ve seen significant increases in volume, and the patients that have been using this service have been very satisfied with it.

Again this is for emergent lower acuity needs, using a smartphone technology where you can access a video visit with an FMC provider. To access this service you will need to download the mobile app from the Apple or Android App Store, search “Fairchild Express Care” or you can go to [fairchildexpresscare.org](https://fairchildexpresscare.org).



And as always, if you have a significant emergent medical need, I would encourage you to go to the Emergency Department at Fairchild Medical Center. We Stand ready to serve you 24 hours a day, 7 days a week. So again, please stay at home. If you have an essential need such as medical care, we stand ready to serve you, either through our Fairchild Medical Clinic new Telehealth program, through Fairchild Express Care, or the emergency department at Fairchild Medical Center