



101 8th Street, Suite 100  
Oakland, CA 94607



# ASIAN HEALTH SERVICES

## NEWSLETTER

SPRING 2020

### Message from Dr. George Lee, Chief Medical Officer



(Photo of Dr. George Lee courtesy of Sing Tao)

I know that these are difficult times for our patients and our community. During the Covid-19 pandemic, Asian Health Services remains open to serve your health needs. We have expanded to telemedicine to allow you to talk to your provider by phone or video.

If you have been directed by your provider to come in for an in-person appointment, please do so. When you come to our facility, your health, safety, and protection are our highest priority. We have put in place many practices to protect our patients and staff, including conducting temperature checks and masking everyone who comes into our building, isolating patients who are being tested, and conducting multiple cleanings of our facilities each day.

As we have done for 46 years, Asian Health Services remains committed to serving our diverse patients and community with our robust medical, dental, and behavioral health staff.

### Covid-19 Helpline

Thu Quach, PhD,  
Chief Deputy of Administration

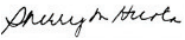
At Asian Health Services, we recognize that social needs, such as unemployment, food access, housing, legal/ immigration and health coverage, are essential to health. So we now have a Covid-19 helpline, staffed by trained community health workers, who can assist you with addressing these different needs.


### Message from Sherry Hirota, CEO



Dear Asian Health Services Patients,

How are you? I want you to know that Asian Health Services is here for you. We are open for care in person by appointment, by video or telephone and we have just opened up a helpline for questions (510-735-3222). Our expert team of doctors, dentists, mental health specialists are here for you with extra measures in place to protect you and our staff and community. Healthcare information you can trust, insurance and discounted fee counseling, compassionate understanding of your stress and fears, emergency assistance information and referral...all in your language. We look forward to hearing from you and seeing you by phone, internet or in-person. Thank you for putting your trust in Asian Health Services. We are open for care.

Thank you,  
  
Sherry Hirota  
Chief Executive Officer



ASIAN HEALTH SERVICES  
**COVID-19 Helpline**

Call us for assistance with:

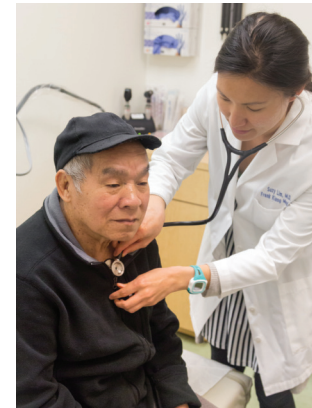
- health coverage
- legal aid
- unemployment
- food access
- housing

Call us between 9am - 5pm! Available in English, Cantonese, Mandarin, Korean, Vietnamese, and Tagalog.

**(510) 735 - 3222**



Asian Health Services is open and available to serve your health needs during COVID-19, by **Telemedicine!**



## How does Telemedicine work?



- 1) Call us to schedule your telemedicine appointment



- 2) Your medical provider will call you at the scheduled time to discuss any of the following health concerns:



Any questions or symptoms related to Covid-19



Urgent Care Needs



Chronic Medical Conditions



Medication Refills



We are limiting the number of face-to-face appointments at this time in order to reduce your exposure to Covid-19. Your doctor will decide during the telemedicine appointment if a face to face appointment at the clinic is necessary.

If you have insurance or if you are uninsured we will work with you, regardless of your ability to pay. If you are eligible for insurance we want to assist you to enroll/ re-enroll in case you get sick in the future.

[asianhealthservices.org](http://asianhealthservices.org)

## Accepting New Patients and Applying for Health Coverage

Asian Health Services is open and available to serve your health needs during COVID-19!

During this period, we will continue to accept new patients!

If your financial situation has changed, we can also assist you in applying for health coverage based on your new status.

Please contact Member Services Department at **510-986-6880**

## Free Care during the Covid Pandemic

Your care will be FREE during the Covid pandemic, whether you are insured or not.

If you have insurance, we will work with you and waive the co-pay. If you are eligible for insurance, we want to assist you to enroll in case you get sick in the future.