

Mobile health center— what you need to know during COVID-19.

Q: I am experiencing symptoms associated with COVID-19. Can I keep my appointment?

A: We want to ensure the mobile health center is safe for all patients as well as our staff. For that reason, if you have a fever, cough, shortness of breath, or other symptoms associated with the COVID-19 virus, we encourage you to postpone your appointment, and instead, consider using MedStar Health Video Visits service. Through it, you can connect with a provider and get the care you need virtually and receive information on where to receive testing.

Q: Are walk-ins accepted?

A: To help keep wait times down for you and others who are coming to us for care, please schedule an appointment ahead of time. Walk-ins may be accepted if there is availability.

Q: Can I be tested for COVID-19 at the mobile health center?

A: COVID-19 testing is available at several mobile health center locations, in partnership with local health departments. The Baltimore City Health Department will provide COVID-19 testing kits for patients seeking primary care services, and who wish to be tested, at our six locations in Baltimore City.

The Anne Arundel County Health Department will be setting up a pop-up tent alongside our unit to conduct testing at select locations.

Q: How quickly will my COVID-19 test result be available?

A: Test results are typically available in three to five days.

Q: How will I be notified of my COVID-19 test result?

A: Those tested for COVID-19 at the mobile health center are notified of the result—whether positive or negative—by phone.

Q: Can a family member or friend accompany me when I visit the mobile health center?

A: To maximize safety for patients and staff, and to assure we can practice physical distancing inside the mobile health center, we are not allowing accompanying family members, friends, or other visitors to come inside the unit. These individuals are asked to wait outside of the unit or in their vehicles during patient appointments. Exceptions are made in cases when patients require assistance from a support person during their time on the unit (i.e., difficulty walking or mental health reasons).

Q: Do I need to wear a mask while I am inside the mobile health center?

A: Yes, patients must wear a mask for the duration of their visit, unless they are unable to do so for medical reasons. This decision was made based on guidance from the Centers for Disease Prevention and Control (CDC). Please have your mask on at your time of arrival.

Q: Do the clinical providers wear masks?

A: Yes, all clinical providers and staff working at the mobile health center wear their masks at all times.

Q: What is being done to keep the unit clean and disinfected?

A: In addition to requiring that everyone at the mobile health center wear masks, maintain distance, and practice thorough and frequent handwashing, our team is also sanitizing and disinfecting all patient exam and waiting areas multiple times throughout the day.

Q: What steps have been taken to keep people inside the unit physically distanced?

A: We have put a number of processes in place to minimize the number of people in one area at any given time. Waiting areas have been established outside, and signage is placed to remind our patients and their visitors to maintain physical distance of six feet or more, at all times.