For Immediate Release

REDMOND URGENT CARE LAUNCHES TELEHEALTH PROGRAM TO EXTEND HEALTH CARE SERVICES TO COMMUNITY DURING COVID-19 PANDEMIC

Redmond Urgent Care announces new telehealth program that allows patients to access licensed health care providers via virtual visits in an effort to maintain community social distancing recommendations.

Rome, GA (March 25, 2020) – Redmond Urgent Care has launched a new telehealth portal which allows patients to access their urgent care providers from home. The urgent care network’s new “virtual visit” option was developed in an effort to maintain vital healthcare services while assisting the community in minimizing travel and adhering to social distancing recommendations.

Patients can access Redmond Urgent Care’s telehealth portal by visiting [www.RedmondUrgent.com](http://www.redmondurgent.com) and selecting the option at the top right corner of the website labeled “Virtual Visits.” Patients will then complete their registration forms online and select an appointment time. Patients will be instructed to log back on to the website when it is time for their appointment at which time they will be connected with a Redmond Urgent Care provider. Virtual visits are available on a first come first serve basis.

To participate in a virtual visit patients will need access to a device with video and audio capability, such as a smart phone, tablet or computer. Telehealth hours will be 8:00 am to 8:00 pm Monday through Friday, and 9:00am to 6:00pm Saturday and Sunday. In-person clinic hours may change; updated hours can be found online at [www.RedmondUrgent.com](http://www.redmondurgent.com).

“Redmond Urgent Care’s new telehealth platform will better connect the communities we care for with healthcare services to diagnose minor illnesses, injuries, and answer medical questions,” said John Quinlivan, Chief Executive Officer at Redmond Regional Medical Center. “Virtual visits at our urgent care center will ensure continuity of care to community members that need to access a medical provider while aiding compliance with social distancing recommendations during the COVID-19 pandemic.”

If it is identified during a virtual visit that the patient requires further care and needs an in-person exam the telehealth provider will direct them to the appropriate medical facility. Redmond Urgent Care patients receive the added benefit of ease of access to Redmond Regional Medical Center’s larger system of care and network of specialists.

The self-pay rate for a virtual visit at Redmond Urgent Care is $59. Patients are encouraged to consult their insurance provider for full coverage details and co-pay rates. Virtual visit appointments are available between the hours of 8 a.m. to 8 p.m. Monday through Friday and 9 a.m. to 6 p.m. on weekends.
Redmond Urgent Care’s West Rome location remains open to care for patients in the community. Redmond Urgent Care continues to follow CDC guidelines to protect their patients, staff and visitors. Redmond Urgent Care has taken proactive steps in preparing for COVID-19 related issues including monitoring and conserving the use of Personal Protective Equipment (PPE) and reinforcing effective environmental cleaning policies to support infection control.

Redmond Urgent Care accepts most major insurance plans and offers affordable self-pay rates. Additionally, patients have the option to check in online and reserve their spot in line, reducing waiting room time.

Patients that are exhibiting COVID-19 related symptoms or have concern about exposure to COVID-19 are asked to call the clinic before seeking care. To reduce community exposure of COVID-19, if these patients need to visit a Redmond Urgent Care location, they are asked to remain in their vehicle and follow instructions posted on the clinic door. Instructions include a direct phone line to the clinic staff for patients to call for further direction.

Providing high quality care while maintaining a safe environment for patients, colleagues, and the communities Redmond Urgent Care serves is of the highest priority. For more information on Redmond Urgent Care, clinic hours, or to schedule a virtual visit with an urgent care provider, please visit RedmondUrgent.com.

**About Redmond Urgent Care:**
Redmond Urgent Care is affiliated with Redmond Regional Medical Center in Rome, Georgia. Redmond Urgent Care offers convenient and quality care to meet the urgent care needs of the Floyd County community. Redmond Urgent Care is an Accredited Urgent Care Center by the Urgent Care Association of America. The focus of Redmond Urgent Care is creating an unmatched patient experience by providing superior customer service, with exceptional quality. For more information, visit RedmondUrgent.com.

**About Redmond Regional Medical Center:**
Redmond Regional Medical Center is a 230 bed facility, serving as a regional referral source for all of northwest Georgia and parts of Alabama. Redmond offers a full array of inpatient and outpatient programs, many of which are unique to the northwest Georgia region. As an Accredited Chest Pain Center with PCI, Redmond provides a full service cardiology product line and is nationally recognized as a top cardiac care center. In addition to the Gold Seal of Approval®, Redmond has also earned eight disease specific certifications from The Joint Commission for outstanding care in the areas of cardiology, stroke, orthopedic surgery, spinal surgery, and vascular surgery. Other areas of excellence include emergency care, oncology, and inpatient rehabilitation. For additional information on Redmond Regional Medical Center, visit www.RedmondRegional.com.

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