

COVID-19 Center of Excellence

- Our three COVID-19 Community Health Centers of Excellence are innovative, state-of-the-art, brand new facilities that provide short- and long-term follow-up care for those recovering from COVID-19. Currently of the three, our NYC Health + Hospitals/Tremont COE is open and caring for patients.
- We have negative-pressure rooms to enhance safety for those suspected to have acute infectious respiratory conditions such as COVID-19, a rarity in a community health care clinic setting.
- Services offered include: lung care (pulmonary function tests, etc) and supplemental oxygen, cardiac evaluation and care, diagnostic radiology services, and mental health services for anxiety, depression, post-traumatic stress disorder, and psychological distress.
- We have pulmonology and mental health on site now and soon will have cardiology at the Tremont location.
- For additional post-COVID survivor symptoms, we have a network of additional specialists through the NYC Health + Hospitals health care system, and we provide ease of access for these other specialty appointments as needed.
- Additionally, these locations offer comprehensive primary care with a range of services to keep the entire family healthy.
- Our Tremont location is now open with locations in Jackson Heights and Bushwick opening soon.

How to make an appointment with a COVID Center of Excellence

1. Call **844-NYC-4NYC (844-692-4692)**
2. You will be prompted to select a language
3. Please **select 1** for an appointment
4. The **first** option will be to **Select 9** to schedule an appointment with a COVID Center of Excellence

You will be connected with an agent trained on how to schedule a COVID COE appointment at the applicable sites.

~~**Workflow for Managed Care Agents calling to make an appointment with a COVID Center of Excellence**~~

- ~~1. Agents assisting a patient to schedule a COVID COE appointment should call **800-748-1156 (Please note that this number is for internal use only and cannot be shared with the patient)**~~
- ~~2. They will connect directly to a contact agent trained to schedule an appointment with one of our COVID Centers of Excellence.~~