



Riverview Health ER & Urgent Care Adds Telehealth Solution with ER Physician

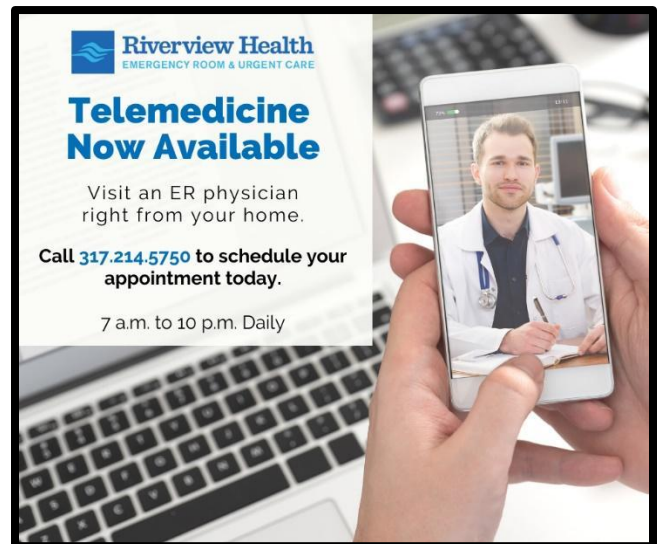
Easy Online Scheduling, Convenient Hours and Expert Care

FISHERS, Ind. (April 21, 2020) – To provide the community of Fishers and the greater Indianapolis area with access to healthcare during the COVID-19 pandemic, Riverview Health Emergency Room & Urgent Care now offers a [telehealth solution](#) for patients. Telehealth patients are connected one-on-one with a Riverview Health ER & Urgent Care emergency room physician from the safety and comfort of their own homes. The Riverview Health ER & Urgent Care telehealth option is available daily from 7 a.m. to 10 p.m. and is billed the same as an urgent-care visit. For telehealth appointments, call 317-214-5750.

The Riverview Health ER & Urgent Care telehealth is not meant to replace serious medical visits. Patients experiencing a true emergency need to call 911. The newly established telehealth option is for low-acuity patients.

After an appointment request, a staff member will reach out to the patient to review symptoms, make sure that they are equipped for a [Zoom video conference](#) and to supply them with a meeting ID and passcode. At the patient's desired appointment time, both the ER physician and patient log into Zoom, and the online appointment begins.

The telehealth option is in-network for most major insurance plans. Riverview Health Emergency Room & Urgent Care's Fishers location lists all of its [in-network insurance carriers](#) online.



"It is important that individuals in need of low-acuity, non-emergency medical care have access to healthcare without leaving their home due to the COVID-19 pandemic. Patients will be able to meet with a physician while continuing to follow social-distancing guidelines," said Lynne Bunch, RN, MBA/MSN, NEA-BC, program director of Riverview Health Emergency Room & Urgent Care. "The treatment and care patients will receive through our telehealth services are comparable to in-person visits. Medical advice, diagnosis, prescriptions and more can all be done virtually."

The introduction of telehealth services comes on the heels of an increase in household accidents. While individuals are social distancing and staying indoors, injuries from trips and falls, sprains, cuts, burns and broken bones are more commonplace. While it's important that everyone stay home and continue to follow the recommendations of their local health authorities, medical attention from a doctor shouldn't be delayed if someone is sick or hurt.

Over the past several weeks, Riverview Health ER & Urgent Care has seen an alarming trend of patients delay their medical care if their illness or injury isn't related to COVID-19. Many patients have reported that they didn't seek immediate treatment because they were under the impression that all healthcare facilities were full or overburdened. At Riverview Health ER & Urgent Care, delivering safe patient care remains the highest priority, and the facility continues to urge individuals with medical needs not to delay but to seek out care right away when experiencing conditions or symptoms that would typically require them to see a physician.

At Riverview Health ER & Urgent Care, safely caring for patients is the number one priority. The experienced, trained and well-equipped staff goes above and beyond to provide the utmost care during the COVID-19 pandemic -- just as it does during normal times. Riverview Health ER & Urgent Care has taken all the CDC recommended precautions:

- We request that all people who suspect they may have COVID-19 to phone ahead so we can prepare for their arrival
- We have implemented procedures to quickly triage and separate sick patients
- We are following the highest standards of CDC recommendations for cleaning protocols

"We hope the residents of Fishers don't need us, but if they do, we are here," Bunch said. "While we recommend staying safe at home, we also realize accidents and sickness will happen. We are here either virtually or in-person."

The Riverview Health ER & Urgent Care, telemedicine is open from 7 a.m. to 10 p.m. daily. To schedule a telehealth appointment, call 317-648-5829.

Riverview Health is the only health system in Hamilton County that offers emergency and urgent care services under one roof. But unlike most emergency rooms or urgent care centers, patients are only billed for the level of services they need. Riverview Health ER & Urgent Care is located at 9690 E. 116th St., Fishers, IN 46037. The emergency room is open 24 hours a day, every day. The urgent care center is open from 7 a.m. to 10 p.m. daily. No appointment is needed for in-person visits however, [pre-registration is available](#).

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About RIVERVIEW HEALTH EMERGENCY ROOM & URGENT CARE

Riverview Health Emergency Room & Urgent Care is Hamilton county's only combined emergency room and urgent-care center under one roof. The patient-centered retail-care model is built on a proven business system focused on concierge-level customer service and transparency. Riverview Health ER & Urgent Care's Fishers location has on-site lab equipment and a radiology suite with X-ray and multislice CT scanners. It's open 24 hours a day, seven days a week. Every patient is seen by an ER-trained physician. Patients only pay for the care they need, as objective criteria determine whether emergency or urgent care is required. This proven model establishes a cost-effective, personal and time-efficient way to deliver high-quality medical services at the appropriate cost, garnering long-term patient loyalty. Riverview Health ER & Urgent Care is currently open in Fishers, with plans to open in Carmel in 2020. Riverview Health ER & Urgent Care is a joint venture partnership with [Intuitive Health](#). For more information, visit [ERUC.Riverview.org](#), read the [company's blog](#) or find the company on [Facebook](#) and [Instagram](#).

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