

COVID-19 Top 10 Patient Questions

A quick guide to receiving care and support from Acton Medical Associates.

1. Is Acton Medical currently testing patients for COVID-19?

No, we do not have the supplies to test patients for coronavirus right now.

2. I have an emergency; how can I get help fast?

In the case of a life-threatening emergency, call 911 or visit the nearest emergency room.

Acton Medical is providing same-day urgent care for all other non-emergency needs via telehealth or on-site if needed.

3. Do you take walk-in appointments?

To provide the best medical service, help prevent the possible spread of illness, and support social distancing ***we cannot provide any walk-in services at this time.*** Patients should ***call (978) 635-8700 to be triaged by our nurses*** so we can provide appropriate medical care or advice. See number 7. below for more phone triaging details.

4. How many people can come with me to my appointment?

One. ***If you require a guest, we ask that you only bring one person*** as we try to help prevent the possible spread of illness and support social distancing.

5. Can I speak with my doctor rather than have my scheduled in-person appointment?

Yes. ***Acton Medical is proud to have launched telehealth***, a new service for patients in lieu of in-person appointments. Patients are notified in advance if an appointment will be held via telehealth.

Telehealth calls from your doctor may appear as Unknown on caller id. Please accept the call during your appointment time.

6. What's a Telehealth appointment?

Telehealth visits occur outside of the medical practice, via telephone or video conference. Patients connect with a doctor from a remote location such as their home. ***Telehealth calls from your doctor may appear as Unknown on caller id.*** Telehealth can also include email support through a portal like Follow My Health. [Click here to read more](#) on the telehealth insurance mandate, and how Acton Medical plans to provide the service.

7. What if I don't have an appointment but have an urgent need?

Please call our Triage team at (978) 635-8700. Due to this unprecedented public health crisis, ***phone wait times are very long right now.*** Please be patient as our team works to help everyone. Patients with mild symptoms are being advised to stay home and isolate.

8. Will my upcoming appointment change due to COVID-19 precautions?

Appointments may be held via telehealth, or be rescheduled based on patient preferences and symptoms. Our staff is calling patients prior to appointments. ***Our Harvard location is currently closed.*** We've combined staff in Acton and Littleton to most efficiently serve our patients. The ***Littleton office is a Symptom Free Site:*** no patient, visitor, or employee is permitted entry to our Littleton office if they have a cough, fever, or respiratory illness.

9. What is a Symptom Free Site?

Our Littleton office is a symptom free site. This means we only admit those without symptoms of illness. If a patient is experiencing signs of illness and has an appointment in Littleton, then it will be moved to Acton or held via telehealth.

10. I have an appointment in Acton, what should I know in advance?

Floor 2 is dedicated to respiratory illness treatment for adults. Our team is calling patients in advance to screen for illness.

Greeters in our Acton lobby are providing additional screening to ensure respiratory illness visits only take place on Floor 2.

All other adult visits are taking place on Floor 3. Patients with a cough, fever, or respiratory illness are not being seen on Floor 3.