

UFHC Inclement Weather Policy

In the interest of the safety and welfare of our patients, visitors, and staff, University Family Health Center may close due to inclement weather. We may delay opening of the clinic or we may need to be closed early based on the current weather conditions. If you have a scheduled appointment during adverse weather conditions, please call ahead to verify if the office is open. Closure decisions regarding University Family Health Center are made for public and patient safety, and they are not made lightly.

Frequently Asked Questions

1. How will I know the clinic's operating status?

The University Family Health Center follows the Office of Personnel Management's determination of the federal government's operating status. There are many resources for you to check the clinic's operating status.

- www.opm.gov
- www.usuhs.edu
- OPM Status Line - 202-606-1900
- Local television and radio stations

2. When is the hospital operating status published?

Changes to the hospital operating status are updated by 5:00am on our public website at www.usuhs.edu. In case of potential delayed opening status and appointment cancellations, patients with early morning appointments surgeries are encouraged to check the website before departing their residence.

3. If the federal government is OPEN with DELAYED ARRIVAL, what does that mean for my scheduled clinic appointment or surgery?

Outpatient Appointments: In the event that there is a one-hour delay, all outpatient clinic appointments before 9 a.m., may be delayed or rescheduled. If there is a two-hour delay, all outpatient clinic appointments before 10 a.m. may be delayed or rescheduled. If appointments are to be rescheduled, patients will be contacted by clinic staff to determine the patient's next earliest convenient time to be seen. When the government is open with a delayed opening status, there is a potential of a delay in seeing patients at the scheduled times; patients may have to wait but will be seen on the day of the scheduled appointment. Patients are advised to check the university website or call (301) 319-3630 for operating status before departing their residence.

4. When can I expect to be notified if my appointment has to be rescheduled?

Affected patients will receive telephone calls by clinic staff upon reopening of the federal government.

5. My appointment is to be rescheduled due to inclement weather, but I have not received a telephone call. What should I do?

If you have not received a telephone call, the clinic may not have your current phone number. Patients can provide their most up-to-date contact telephone number 24/7 by calling Patient Administration at (301) 295- 2126.

Patients can call and reschedule appointments upon reopening of the federal government: (301) 295-3630

6. What if I have an urgent need and must be seen today?

When unexpected medical care is needed, especially after hours, on weekends or when the clinic is closed due to inclement weather, it can be difficult to know what type of care you need and where to go. Urgent medical care does not threaten life, limb or eyesight, but needs attention to prevent it from becoming a serious risk to health. Please call the On-Call Provider at (301) 312-7241, if there is no answer, call the Nurse Advice Line: 1 (800) 874-2273; Option 1.

7. What if I have an emergency and must be seen right away?

Emergency care is defined as a sudden, unexpected, acute medical condition or the worsening of a condition that poses a threat to life, limb, or sight and requires immediate treatment. If such care is needed, patients should go to the Walter Reed Bethesda Emergency Department which is open 24/7, 365 days a year.

If patients cannot get to the Walter Reed Bethesda Emergency Department, patients should call 911 or immediately go to the nearest emergency department.