

Healthcare

Information about healthcare.

More About This Info

These resources were originally crowdsourced by the Asheville, NC community in the weeks immediately after Hurricane Helene. Some of this info has been recently updated, but please contact listed orgs to confirm the most current information.

- Help us make this page more inclusive by [sharing info for your area](#).
- Help us update this page by [joining our Resource Vetting Team](#).

While our goal is to offer useful information, we do not endorse external content or take responsibility for how it is used. Please review these resources carefully and make the decisions that work best for you.

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Public Health Guidelines

Gastroenteritis Post-Hurricane Helene: After major flooding events, such as Hurricane Helene, the risk of gastroenteritis—a stomach and intestinal illness—increases due to contaminated water, limited hygiene, and food safety challenges.

Dr. Jennifer Mullendore, medical director with Buncombe County, recommends washing hands with soap or using hand sanitizer and consuming safe drinking water including bottled water or water that has been boiled. Symptoms include vomiting, diarrhea, abdominal pain, fever, headache, muscle aches. [Click here for more information.](#)

Emergency/Urgent Care

- Asheville VA Medical Center ER open to see Emergent or Urgent needs for Veterans, to include prescriptions. **IMPORTANT**: Veterans with medical questions or concerns can contact the VISN 6 Clinical Contact Center for 24/7 Nurse Support at 855-679-0074.
- Mission My Care Now - Biltmore Park is open for walk in/urgent care 9a-4p. 310 Long Shoals Rd (per mission health instagram)
- Mercy Urgent Care has walk-in locations open at the following addresses:
 - Mercy Urgent Care **South Asheville** at 1833 Hendersonville Rd., 8:30 a.m. – 6 p.m.
 - Mercy Urgent Care **West Asheville** at 1201 Patton Ave, 8:30 a.m. – 6 p.m.
 - Mercy Urgent Care **Weaverville** at 61 Weaver Blvd, 8:30 a.m. – 6 p.m.
 - Mercy Urgent Care **Waynesville** at 124 Frazier St., 8:30 a.m. – 6 p.m.
 - Mercy Urgent Care **Foothills** at 140 West Mills St., 8:30 a.m. – 6 p.m.
 - Mercy Urgent Care **Brevard** at 22 Trust Ln, 9 a.m. – 5 p.m.
 - Mercy Urgent Care **Burnsville** at 41 Charlie Brown Rd. 9 a.m. – 5 p.m.
- Carolina Internal Medicine Associates on 275 McDowell St. is open today (10/2) for urgent visits
- Novant Go-Health is open 9 a.m. to 6 p.m. at 349 New Leicester Highway. (Source: County Post)
- **Town of Tryon, Polk County** - 10/3, AM: Atrium Health is deploying its MED-1 mobile unit to the **Town of Tryon in Polk County**. MED-1 is specifically designed to provide on-site care at disaster locations. Digital x-rays, ultrasound, surgeries and lab work can be performed at the mobile facility, which also includes a pharmacy, 14 care beds, and a two-bed operation room.
- **Enka/Candler**- MAHEC, Enka Candler Family Health Center, 25 Westridge Market Place, Candler, NC 28715 – **open for walk-in urgent primary care Mon-Fri 8:30-5:00**. (828) 418-0040 phone. (828) 418-0040 after-hours phone. (added 10/7)
 - Website: [MAHEC](#) Family Health Center, Enka/Candler

Emergency Dental

- 10/7 **Working to Reopen** MAHEC Dental Health Centers
 - Website: [MAHEC](#)
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Emergency Eye Care

- **Clyde** - [Mountain Eye Associates](#) (486 Hospital Dr, Clyde, NC 28721) Practice is open for all eye emergency care and scheduling routine eye care. M-F 8:00am-5:00pm.
 - **Asheville** - Envision will be open on Friday, Oct. 4 & Saturday, Oct. 5 from 1-4 PM. 181 Charlotte St, Asheville, NC 28801. WALK INS WELCOME. Reasons to visit may include medical checks for eye infection, red eye, loss of vision, eye pain, injury to the eye. We will be slowly increasing availability for your regular comprehensive eye health exams, contact lens dispensing, glasses dispensing, as well as repairs and adjustments. There might be wait times as we will be working with our amazing yet limited team who are available at this time. Please email us at info@myenvisioneyecare.com with your needs or message us on social media, so we can better assist you.
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Primary and other types of Healthcare Clinics

- Buncombe County Mobile Medical team has registered nurses are offering free Tdap, COVID, flu and hepatitis A vaccines at Community Care Sites. [Click here for schedule and locations.](#)
- [SVCN NeighborCare](#) (101 N Ridgeway, Black Mountain) Free Medical Clinic, Wednesdays & Saturdays 9-12.
- The ABCCM Medical Clinic (155 Livingston St.) is providing primary healthcare to all adults regardless of insurance status
- **Hendersonville** - AdventHealth Hendersonville is accepting patients and opened a walk-in primary care clinic at 50 Hospital Drive, Hendersonville. Open 9am - 4pm
- Veterans in need of an appointment can call the clinical contact center for 24/7 nurse support or review appointment needs at **855-679-0074.**, or go to the Asheville VA Medical Center ER.
- **Black Mountain** Ingles, 550 NC-9, medical services,
- **Black Mountain** - Sunday noon - 6pm, M - Sat 9am - 6pm, First Baptist Church, **Black Mountain**, 130 Montreat Road, south entrance, mental health and basic medical support
- 1pm - 5pm daily, Double Crown on Haywood Road, First aid, (spanish speaking available)
- **Brevard** - MAHEC - Brevard Women's Care – open Mon-Fri 8:30-5:00 (closed 12-1). If you have an appt, come on in! 87 Medical Park Drive, Suite B, Brevard, NC 28712. (828) 547-3004 (added 10/7)
 - Website: [MAHEC](#)

- **Franklin** - Franklin Ob/Gyn – open Mon-Thurs 8:00-5:00. If you have an appt, come on in!
 - 56 Medical Park Drive, Franklin, NC 28734. (828) 634-4565 phone. (828) 634-4565 after-hours phone. Website [MAHEC](#) (added 10/7)
 - Telehealth - MAHEC Center for Psychiatry and Mental Wellness – **open for telehealth** beginning October 7 (assume your appt is telehealth unless we contact you). Monday/Thursday/Friday: 8am-5pm
Tuesday/Wednesday: 8am-7pm. Please note: After-hours appointments have limited services and providers. (828) 398-3601 phone (added 10/7)
 - Website [MAHEC Center for Psychiatry and Mental Wellness](#)
 - Various locations of MAHEC are open or looking to reopen. See their main page for details [MAHEC](#) (added 10/7)
 - **Asheville** - MAHEC - Biltmore Family Health, Ob/Gyn, and Internal Medicine – **opening with limited availability later this week** (added 10/7)
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Disability Assistance

- Partnership for Inclusive Disaster Strategies Disability & Disaster Hotline - Call/Text: +1 (800) 626-4959, Email: hotline@disasterstrategies.org
 - One-time financial support thru New Disabled South (unclear if necessary to ID as disabled) <http://go.newdisabledsouth.org/helene> Update 10/2: they have exhausted their funds but are hoping to raise more, so submit an application anyway
 - For those isolated or cut-off who are in need of home visits or prescription refills: <https://hurricaneheleneunc.com/medical-needs>
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Addiction Treatment Assistance

- Insight Recovery Center (one of the few centers still open) <https://insightrecoveryasheville.com/about-insight-recovery/>
 - (must pass screen/qualify to be admitted - have room for a small number of of those in need/struggling (may have been displaced from a center forced to close)
 - [Vetted Gofundme link for donation](#)
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Oxygen refilling stations are now open at:

- Palmetto Oxygen LLC 828-285-0235
- Blue Ridge 828-232-1110
- AeroFlow 888-345-1780

- Lincare 828-255-4545
 - Accucare 828-236-3100
 - Bradshaw Oxygen LLC 888-380-6297
 - East Coast Medical Oxygen 828-252-7770
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Dialysis Locations

- The following location is open and available for dialysis treatments in NC-11:
 - Pardee Hospital, 800 N. Justice St., Hendersonville, NC 28791
 - Mountain Mobility is operating life-sustaining dialysis transport to dialysis centers as long as patients are accessible. Non-emergency trips, paratransit services and some trailblazer services have also resumed as of 10/9.
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Pharmacy & Medication Information

- [Map of pharmacies open right now](#)
- Open Pharmacy list updating every 30 minutes:
<https://www.ncbop.org/emergencyoperatingpharmacieshelene.html>
If you are an operational pharmacy and you are not listed on the Board of Pharmacy list <https://bit.ly/4ePoHct> please email emergency@ncop.org to be added.
- For those isolated or cut-off who are in need of home visits or prescription refills:
<https://hurricaneheleneunc.com/medical-needs>

How to Get Your Medications Refilled:

The North Carolina Board of Pharmacy is maintaining an updated list of open pharmacies in Western NC. The entire list can be found here: <https://bit.ly/4ePoHct>. Some pharmacies may not be listed. Emergency rules allow you to bring in your existing prescription bottle to get a 30- or 90-day refill at any open pharmacy, even if your usual pharmacy is closed, even if you have no remaining refills listed on your bottle. This does not include refills for schedule 2 controlled substances like pain pills or ADHD meds. Remember:

1. Bring your prescription bottles.
2. Someone other than the patient can pick up the prescription (ID may be required for certain medications).

For schedule 2 controlled substances:

- [Controlled Substances & Emergency Response Fact Sheet: Frequently Asked Questions](#)
- “Patients are generally advised to first consult with their home pharmacist, primary care physician, and/or psychiatrist, as appropriate, to get the guidance needed to sustain their supply of or access to their controlled substance medications during an emergency”

- From personal experience of someone who has gotten schedule 2 controlled substances refilled when the pharmacy they were first ordered to cannot fill them for some reason
 - First, call your provider and ask them to send the medications to a pharmacy you know is open.
 - It may be smart to call the pharmacy first and ask if they have the medication on hand if you know there is a shortage
 - If you have trouble, pharmacists are incredible resources. Pharmacists that don't have your medication on hand often know what pharmacies to try, may be able to check what pharmacies in their same chain do have it and are open, may be able to advise you on substitutes if there is absolutely none of your prescription to be had, and may be able to advise you on what to say to your prescriber when you ask them to send your medication elsewhere.

Specific Pharmacies

- Enka/Candler - 10/7 MAHEC Community Pharmacy at Enka/Candler [MAHEC Pharmacy](#)
 - 25 Westridge Market Place, Candler, NC 28715. (828) 257-4433
 - Hours of Operation: Monday-Friday 8:30am - 5:00pm (closed 12:30-1:30pm for lunch)
- Sona. 805 Fairview Rd. Asheville. Monday - Saturday: 9 AM - 5 PM; Sunday: 11 AM - 5 PM. (828) 374-8732 Text Only. (Source: 10/6, [website](#))
- Sona Compounding. New address: 106 Long Shoals Rd. Arden. Monday - Friday: 9 AM - 5 PM. Providing non-sterile and pet compounding. This includes medications such as:
 - Sustained-release oral products
 - Liquids
 - Topical gels, lotions, ointments, creams, and foams
 - Medicated shampoos
 - Medicated lip balms
 - Dissolving troches and lollipops
 - We are unable to offer sterile compounding at this time, which includes items like eyedrops and injectables.
- Asheville Discount Pharmacy, Buncombe County, 76 Patton Ave, Asheville, NC 28801, 828-258-8512, REOPENING OCT 3; hours M-F 9AM-2PM
- Mission Hospital Outpatient Pharmacy, which is located at 509 Biltmore Ave, Entrance no 4 (Open 24/7, closed for lunch from noon to 1 PM; not filling controlled substances).
- VETERANS: The Asheville VA Hospital pharmacy is open and ready to help Veterans. Veterans can also get medication support by calling VA's Clinical Contact Line with VA providers at 855-679-0074.
- BBB Pharmacy should be open on Mon 9/30; 10/4: still open. Cash only. No line when I went at 1:15p.
- Publix 165 Weaver Blvd, Weaverville
- Walgreens at 2501 Hendersonville Road, Arden
- Walgreens at 1835 Hendersonville Road, Asheville
- Walmart 60 Airport Road, Arden
- Walmart 25 Northridge Commons Parkway, Weaverville
- Walmart 1636 Hendersonville Road, Asheville

- Waynesville Walmart 135 Town Center Loop, Waynesville, NC 28786, accepting credit cards, have food and water available
- B&B Pharmacy on the corner of Haywood Rd and State St is open (9/30, 3:44p)
- Publix South Asheville, 1830 Hendersonville Road, Asheville
- From someone who evacuated: if you can't get in contact with your pharmacy or provider (and not a chain), you can schedule CVS virtual minute clinic apt (if you can get wifi/cell service), tell them your info (provided as much detail of prior prescriptions like photos of pill bottles, screenshots of patient portal, etc), they can prescribe and you can pick up from ant in CVS you can get to. I would say all the "chain" pharmacies/stores have similar options
- Madison Pharmacy & Gifts (Marshall, NC)
- Sona Pharmacy on Long Shoals was open 9/8
- Sona Phramacy at 805 Fairview Rd, Asheville confirmed open 10/2, drive through only and can be reached by text at (828) 374-8732
- Americare Pharmacy - 1185 Charlotte Hwy Fairview, NC 28730 Power is still out but pharmacists are present at time of posting and working to help people who need their prescriptions filled 9/30
- Pinnacle Apothecary in Candler, open M-F 10-4 until they resume power then back to normal hours
- PSA Pharmacy at 2294 US Highway 74 in Swannanoa
- Waynesville CVS
- CVS at 505 Smokey Park Highway
- CVS at 324 Long Shoals Road in Arden
- CVS on Spartanburg Highway
- Economy Drug (828-692-4266)
- Whitley Drug (828-692-4236)
- Ingles on Spartanburg Highway (bring medication bottles)
- Sam's Club, Hendersonville
- 10/7 Enka Candler pharmacy – open Mon-Fri 8:30-5:00
- From Reddit comment "<https://www.reddit.com/r/asheville/s/nm6DHI9YHf> Ingles Pharmacy at 575 New Leicester Hwy open from 9a-1p. WILL ADVANCE MEDS to any Ingles Pharmacy customer regardless of location. Bring your prescription bottle wanting to be refilled.
- Madison Co: Hot Springs Health Mashburn, Mars Hill Medical Center, Hot Springs Medical Center
- Insulin available at Biltmore Sona pharmacy on Fairview road fully operational but phones down. To new and existing patients. Verified 10pm on 10/2
- Church in Arden
Ingles Pharmacy in Hendersonville was open as of 10/1 (Howard Gap Road)

Asheville - The ABCCM Medical Clinic at 155 Livingston St, Asheville, NC 28801 · (828) 259-5339 is accepting **medication donations** Monday to Thursday, from 9 AM to noon.

Requirements for donation: only sealed manufactured bottles, not expired, do not require refrigeration, and are not an amber/orange prescription bottle. They do not accept controlled substances or cancer medications. [Medical Ministry – ABCCM](#)

Virtual/Telehealth

- Adult residents of Western North Carolina can see a UNC Health primary care provider for mild symptoms without an appointment through UNC Health Virtual Care free of charge for those impacted by Hurricane Helene. You can get in line for Virtual Care through My UNC Chart. Virtual Care is offered 6am-10pm, 7 days a week. **ACCESS VIRTUAL CARE [HERE](#).**
- VETERANS: Can call the VA Clinical Contact Center at 855-679-0074 to get 24/7 virtual support from VA providers in North Carolina.
- MAHEC Center for Psychiatry and Mental Wellness – **open for telehealth** beginning October 7 (assume your appt is telehealth unless we contact you). Monday/Thursday/Friday: 8am-5pm Tuesday/Wednesday: 8am-7pm. Please note: After-hours appointments have limited services and providers. (828) 398-3601 phone (added 10/7)
 - Website [MAHEC Center for Psychiatry and Mental Wellness](#)
- Better help is offering 3 months of free mental healthcare health therapy for anyone impacted by Hurricane Helene using the voucher code Hurricane-Helene-support. Use link: <https://betterhelp.com/voucher>

Other

- [East Acupuncture Wellness](#) (2296 US-70) Every Sunday 10-2pm Free Acupuncture offered by Acupuncture Impact Foundation. Schedule on website.
- DIY medic tent @ Double Crown daily 1-5p (375 Haywood Rd)
 - Free ear acupuncture from 1:00-4:00 daily at 375 Haywood Rd in West Asheville double crown bar, go to the First Aid tent.
- West Asheville Yoga is operating classes by donation for any who are able to make it.
- 10/3, AM: Free acupuncture at Chinese Acupuncture and Herbology Clinic at 369 Montford Ave 9am-4pm M-F through October 11
- Free massage for emergency workers starting Oct 6 go email info@arashmassage.com or text 838-222-3731
- Free chiropractic adjustments for first responders at their shift changes Emergency Operations Center 164 Erwin Hill Rd. Asheville, NC 28806 7am and/or 7pm (828) 280-2552 for more information
- [A crowdsourced map of public toilets & portapotties](#), laundry facilities, showers and handwashing stations in areas without running water in the aftermath of Helene.
- Free access to online exercise classes. Y members and the public have free access to online fitness classes through Virtual Y. Find on-demand classes from Y instructors and Les Mills. Follow this link: <https://ymcawnc.org/programs/health-fitness/virtual-y#/> to get your virtual sweat on. (10/12)
- Red Moon Herbs is offering free herbal clinics throughout the area to provide herbal mutual aid services including facilitating mini consultations, demonstrations, and giving away topical care products, tinctures, teas, flower essences and more. Upcoming events scheduled for

Wednesday, Nov 6th & 13th in Swannanoa (216 Whitson Ave 3:30 - 5:30pm along with a produce market, Spanish speaking supported) and Nov 16th in Candler (26 Davis Chapel Road 1-5pm). More information and new events posted on their [Facebook Page](#).

Resources for Healthcare Providers

- [EBSCO](#): To assist first responders and clinicians in the affected areas, Ebsco has set up a special account to access clinical databases to support for hurricane relief. This account provides complimentary access to GIDEON, DynaMed, and Dynamic Health, ensuring that you have the necessary tools and resources to continue your critical work without interruption.
 - DynaMed: evidence-based drug and disease information and expert guidance for trusted answers at the point of care.
 - Dynamic Health: nursing skills and clinical resources for nurses and health professionals.
 - GIDEON (Global Infectious Disease and Epidemiology Network): evidence-based resources for diagnosis, treatment, and teaching of tropical and infectious diseases, epidemiology, and microbiology.
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Resources for Disaster Management, Recovery, & Preparedness

- [National Library of Medicine](#): This guide serves as an online collection of resources and tools that are relevant to disaster and emergency management.
 - [MedlinePlus](#) is the National Library of Medicine's website for patients and their families and friends with information about diseases, conditions and wellness in plain language. MedlinePlus offers reliable, up-to-date health information, anytime, anywhere, for free.
 - [Disasters Topics List \(Desastres MedlinePlus en español\)](#)
 - [Ready.gov \(Listo en español\)](#): Resources for developing a preparedness plan, including publications, checklists, videos, and tool kits for community outreach.
 - [Ready in Your Language](#) (Ready.gov): Ready also offers some content in additional languages such as Arabic, French, Haitian Creole, Hindi, Japanese, Korean, Portuguese, Russian, Tagalog, Vietnamese and Simplified Chinese.