

Coronavirus update – A message from Lifespan

Dear Patient,

The following message is from Lifespan and is not coming from your provider; we have not looked at your medical record or any of your health information. Please read all of the message below:

Lifespan is committed to making our hospitals and ambulatory facilities a safe place for patients and staff.

Due to the rapidly changing COVID-19 situation, please visit www.lifespan.org/covid for important information **before** visiting any Lifespan facility or doctor's office for an appointment, test or procedure.

Anyone experiencing a fever or respiratory symptoms should NOT come unannounced to an urgent care or doctor's office. We ask that you contact your primary care provider or the Rhode Island Department of Health's screening line at 401-222-8022 for further evaluation.

For your safety and the safety of others, all patients will be asked the following questions prior to any visit **and** when you enter any Lifespan facility. Thank you for answering these questions accurately so we can ensure that you receive care at the appropriate time and setting.

- Do you have a fever, cold, cough, sore throat, or any other respiratory illness?
- Do you have chills, headache, or muscle pain?
- Do you have a loss of smell, reduced ability to smell or detect odors, or a reduced or distorted sense of taste Have you tested positive for COVID in the last 14 days?
- Have you tested positive for COVID in the last 14 days?
- Have you had contact in the last 14 days with a person who tested positive for the virus, is currently being tested, or has been placed on home quarantine by the Department of Health?

We are asking our patients not to postpone their medical care. Many providers continue to offer telemedicine video visits. Please contact your office to ask if a telemedicine appointment is appropriate for your clinical needs. See www.lifespan.org/telehealth for more information.

We are following the most up-to-date safety and infection control recommendations set forth by the Rhode Island Department of Health and the Centers for Disease Control (CDC).

No person may accompany you to office appointments, diagnostic tests or procedures. Please visit the Lifespan website for hospital visitation guidelines. www.lifespan.org/news/visitation-restricted-lifespan-hospitals

If you have additional questions about Covid-19, please visit the Centers for Disease Control website at www.cdc.gov/coronavirus/2019-ncov/index.html

Thank you for trusting us with your healthcare.