March 26, 2020

Dear Patient,

Since our last correspondence, news and information about the novel coronavirus, COVID-19, has continued to evolve. We want to assure you that UCLA Health has implemented an emergency response plan to respond to this public health emergency, and that our top priority remains the care and safety of you, your family and all the patients that we serve.

The following are changes we've made to address the coronavirus and to offer the services our community needs:

- **INCREASED COVID-19 TESTING:** We now have the capacity to do more than 500 tests per day in different clinic locations throughout the region and within our hospitals, and we expect to increase this number. Test results are typically available in two to four days. We follow guidance from Los Angeles County Department of Public Health on the eligibility for testing. Please contact your primary care physician or our main line at 1-800-UCLA-MD1 if you are experiencing symptoms and think you need to be tested.

- **RAMPED-UP TELEHEALTH VISITS:** We hosted over 4,000 telehealth visits last week and expect that number to increase significantly. We now offer telehealth to all patients across all specialties. To learn more about Telehealth and how to start, visit our Telehealth FAQs Page.

- **INTRODUCED NEW ONLINE FEATURES:** We launched an online chatbot, an artificial intelligence program that helps you find answers, located on the lower-left corner of uclahealth.org. Click on that link, type in your question and receive up-to-date and time-sensitive answers. And for the most up-to-date information on COVID-19, visit our dedicated COVID-19 website at uclahealth.org/coronavirus.

As a reminder, the best prevention you can take is to follow the "Safer at Home" order, currently in place across the entire state of California, including Los Angeles County, until April 19. If you must go out, remember to practice social distancing and frequently wash your hands or use hand sanitizer.

We thank you for choosing UCLA Health for your health care needs. We are committed to protecting your safety while maintaining high-quality care at our hospitals in Westwood and Santa Monica and our clinics across the region.

Sincerely,

Johnese Spisso, MPA
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CEO, UCLA Health System
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