April 30, 2020
Dear Patient,

Your health is our number one priority. During the COVID-19 pandemic, you can rely on us to safely address all of your health care needs. Our emergency departments, hospitals and 180 clinics throughout the region are open and following the most rigorous infection prevention policies to maintain a safe environment for our patients and staff. We also offer telemedicine appointments and video visits for times when you don't require an in-person visit.

Here is what to expect:

• **Update on COVID-19 antibody testing**: In our last email, we communicated that UCLA Health is doing antibody (otherwise known as serology) testing for health care workers and patients. We were overwhelmed by the community’s interest in this topic. In response, we developed and in-depth Antibody Testing FAQ to answer all of your questions and help you understand what to expect.

• **Before a surgery or procedure**: If you have a surgery or procedure scheduled in one of our hospitals or outpatient surgery centers, you will likely receive a COVID-19 test before your appointment. The UCLA Health scheduler will provide you with information on how you can complete this test. If you have questions, don’t hesitate to raise them with your doctor.

• **On the day of your in-person doctor’s appointment**: When you arrive at the clinic a UCLA Health employee will greet you outside, take your temperature and ask you a few questions about any symptoms you're experiencing that may be related to COVID-19. Your visitor will undergo the same screening (see our visitor policy here). Everyone will then be provided with a mask to wear, if needed, and you will be escorted into an exam room, where members of your health care team will provide your care. UCLA Health staff will also be wearing masks to maximize infection prevention.

• **Video visits**: Video visits are also a safe and convenient option that are appropriate for addressing many health concerns. Here is all you need to know about video visits. Current patients can schedule an appointment with their primary care doctor online, directly through myUCLAhealth.

• **After your appointment**: Every patient will receive an "after visit summary" with information on COVID-19. If your physician orders you a COVID-19 diagnostic test, they will explain where you need to go and when you should receive your results, either through the patient portal, myUCLAhealth, or over the phone.

• **How to safely refill and pick up prescriptions**: If you need to refill or pickup your prescription, this blog post covers what you need to know. Our UCLA Health pharmacies remain open and can facilitate mail orders. Most commercial pharmacies will also deliver prescriptions or facilitate curbside pickup so you don't have to go inside to pick up your medications. An extended list of prescription-related frequently asked questions is available here.

If you need us, please call 310-825-2631. Staying healthy now is just as important as it ever was.

Thank you again for choosing UCLA Health.

Johnese Spisso, MPA  Robert A. Cherry, MD, MS, FACS, FACHE
President, UCLA Health  Chief Medical and Quality Officer
CEO, UCLA Health System  UCLA Health
Associate Vice Chancellor, UCLA Health Sciences