April 15, 2020

Dear Patient,

We're now six weeks into tackling the coronavirus pandemic, during which many of you have spent a month "Safer at Home." We've learned a lot in this time, and we want to thank you for continued support, and for sharing your stories of community strength and teamwork on social media platforms using #TeamLA.

The following are some updates related to new screening policies, research and more:

- **Coming to UCLA Health for non-COVID-19 health needs:** UCLA Health is here and available to help you with all of your health care needs, particularly for procedures or surgical cases that were postponed this past month and are becoming time sensitive. While many health care needs can be managed through telehealth or video visits, you should be assured that we have implemented the most effective infection prevention policies for our patients and staff so that you can feel safe when coming in for care. This includes enhanced diagnostic testing. If your appointment is scheduled within the next 7 days and/or if you have any concerns about pending treatments, you should contact your doctor to discuss the best course of action for your personal situation at 310-825-2631.

- **Screening policy at hospitals and medical offices:** To ensure that both patients and staff are safe, we now screen for fevers and ask questions about potential COVID-19 symptoms before anyone, including patients, visitors and staff, can enter a UCLA Health hospital or community medical office. This approach is consistent with guidance from the Los Angeles County Department of Public Health.

- **Cancer Care and COVID-19:** UCLA Health oncologists Dr. Gary Schiller and Dr. Joshua Sasine explain what cancer patients need to know in this blog post. UCLA Health clinical nutritionist, Dr. Zhaoping Li, also offered tips for how cancer patients can boost their immune systems through diet.

- **COVID-19 symptom to watch out for - loss of taste and smell:** Along with the more typical symptoms of a dry cough, fever and shortness of breath, many patients diagnosed with COVID-19 also lose their sense of taste and smell. So, what should you do if this happens to you? UCLA Health physician Dr. Nina Shapiro offers some advice in this blog post.

- **Blood donations needed:** The UCLA Blood & Platelet Center is currently experiencing a critical shortage of donated blood. The Center has implemented numerous safety measures to protect donors and staff across its donation sites and blood drives in the greater LA region during the COVID-19 outbreak. Consider making a donation during this critical time. Call 310-825-0888 ext. 2 to schedule your lab appointment, or visit uclahealth.org/gotblood to learn more.

If you have additional questions about COVID-19, please visit our dedicated coronavirus website uclahealth.org/coronavirus or call our 24/7 hotline at 310-267-3300. If you are experiencing COVID-19 symptoms and want to make an appointment, call your doctor’s office at 310-825-2631.

We thank you again for choosing UCLA Health for your health care needs.

Sincerely,

Johnese Spisso, MPA
President, UCLA Health
CEO, UCLA Health System
Associate Vice Chancellor, UCLA Health Sciences

Robert A. Cherry, MD, MS, FACS, FACHE
Chief Medical and Quality Officer
UCLA Health