

# A Message for Our Patients

We look forward to restarting in-person care where we can see our patients face-to-face again!

UPMC is monitoring the COVID-19 situation around the clock and has implemented all recommendations provided by our local and state departments of health and the CDC to be sure our patients, staff, and community are safe.

▶ Through this challenging time UPMC continued to care for you through telephone calls or video visits. While this helped us to stay connected with you, and may continue for many services, it is important that we start to see you in person for your essential care.

▶ We know that you and others may be anxious about returning to a medical office or hospital. You may be even more anxious about leaving your home and being out again. Feeling anxious about this is normal.

▶ As we all begin to leave our homes, return to work, and restart our routine activities, UPMC continues to be available to meet your healthcare needs.

▶ When you do come to one of our facilities for treatment, rest assured that UPMC is taking extraordinary precautions to maintain the safety of our patients during this challenging time. Our medical offices and hospitals continually take the necessary steps to reduce the risk of infection and to make sure they are safe for you and your loved ones. Whether in the hospital, or in the outpatient and medical areas, all furniture, doorknobs, elevator buttons, and other high-touch items are cleaned and sanitized regularly with a hospital-grade disinfectant.

▶ Remember to keep yourself and others healthy by following the guidelines to wash your hands regularly, cough into your elbow, sneeze into a tissue, and to avoid touching your eyes, nose, and mouth. We encourage you to follow state guidelines and wear a mask.

▶ If you would like to talk about questions or concerns you may have about returning to the medical office or hospital, please contact your care team.

▶ If you are experiencing significant anxiety about leaving your home, going to medical appointments, or other difficult situations, you can call resolve **(888-7-YOU-CAN)** to talk to a trained clinician 24 hours a day in Allegheny County. Outside of Allegheny County you can call your local county crisis agency for help.

At UPMC, your health and safety are our top priorities. Thank you for choosing UPMC for your healthcare needs!