

Dear Patient or Caregiver,

We want to alert you to changes that may affect where you or your loved one receives care. These changes are part of our efforts to prevent the spread of COVID-19 in our community, and to keep you, your loved ones, and our team safe.

Some clinics have been closed temporarily to reduce the number of people visiting practices, and to conserve medical supplies. **As of [Date], patients will no longer be seen at [Clinic Name] until further notice.** Instead, patients who frequent this clinic can be seen via phone, in person or video appointment at **[Alternate Clinic Name] in [City].**

To Make an Appointment or If You Have a Medical Need, Please Call [Scheduling Hub Phone Number]

As always, we are here to handle all your care needs, including medication refills, and to answer any questions you have regarding your care. **If you are experiencing a medical emergency,** please visit an emergency room or call 911.

If You Have an Upcoming Appointment

We will contact you by phone and MyChart to reschedule or change your clinic visits to take place either over the phone, in person or as a video visit. Many of our providers offer appropriate care in a virtual setting.

If You Think You or Your Loved One Has Been Exposed to COVID-19 or Have Questions

Please call the Duke Health COVID-19 Hotline at (919) 385-0429, option 1. It is open 8:00 am – 8:00 pm seven days a week.

We are all adapting to this challenging time, and we understand some of these changes create inconveniences. However, our top priority is the safety of our patients, community and team. Please rest assured that all clinic spaces are being thoroughly cleaned and sanitized so we can welcome you back to our clinic when it is safe to do so.

Please continue to visit [DukeHealth.org](#) for updates about patient care. We also encourage you to visit the [CDC website](#) at for the latest information on COVID-19.

Sincerely,

[Clinic Name]