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|  | **Program Name** AddressDate  |



Dear Health-Care Provider,

With the COVID-19 situation still evolving in Ontario, London Health Sciences Centre (LHSC) continues to take actions to reduce transmission of the virus and maintain a safe environment.

LHSC is moving forward with plans to gradually and carefully expand some clinical services that were paused during the pandemic. This follows the amendment to the Ministry of Health’s Directive #2, with regional approval by Ontario Health West and support from the Middlesex-London Health Unit.

There are still several changes to day-to-day operations at LHSC and some patients will continue to experience delays as services are expanded in a slow and measured way.

The hospital is resuming scheduled elective and non-urgent tests, exams and procedures, and starting to accept new referrals.

The **CLINIC/OFFICE NAME** is opening up referrals for the following:

* LIST THE SPECIFIC SERVICES

We are **not** accepting referrals for the following:

* LIST THE SPECIFIC SERVICES

You will receive confirmation that your patient’s appointment has been scheduled.

It will be sometime before the hospital is operating at pre-COVID service volumes. There may still be delays in scheduling appointments and we may need to adjust our service offerings depending on different factors. LHSC’s plans are being regularly reviewed and additional services will resume when it is safe to do so. We will contact you when there are further changes.

Please note, we have made the following changes to our processes:

* LIST ANY PROCESS CHANGES OR INFORMATION THEY NEED TO HAVE WHEN MAKING REFERRALS TO YOU

LHSC is working hard to resume additional services as soon as it is safe to do so. Where possible, non-urgent visits and follow-up care is being booked as a telephone or virtual care appointment.

For more information about LHSC’s COVID-19 pandemic response, please visit the website at www.lhsc.on.ca/coronavirus.

We thank you for your cooperation. Please contact us if you have any questions.

PROGRAM BOOKING STAFF OR AREA LEADER

ADD RELEVANT CONTACT INFORMATION