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|  | **Program Name** Date *Confidential* |



Dear NAME,

The COVID-19 situation is still evolving in Ontario and London Health Sciences Centre (LHSC) continues to take actions to reduce transmission of the virus.

Due to the pandemic, the hospital has reduced services to help keep people safe and maintain capacity to care for patients with COVID-19. LHSC has been following directives from the Ministry of Health and public health guidance.

Hospitals in Ontario can now start to slowly and carefully expand care to more patients. However, we still face a lot of challenges and must be ready for whatever COVID-19 might through our way. LHSC is still having to delay many appointments, tests and procedures.

**We must inform you that your TEST/APPOINTMENT OR PROCEDURE NAME has been delayed and will not proceed on DATE at TIME at LOCATION.**

We apologize for the delay. We understand that this may be disappointing and cause worry for you and your loved ones. Waiting for care can be very difficult. It is a challenging situation and your care is important to us.

Please rest assured that all care and treatment decisions are being carefully reviewed by a team of health-care professionals including [DR NAME]. They have agreed that at this time, your **TEST/APPOINTMENT OR PROCEDURE** can be safely delayed. They will continue to monitor your care closely as you await a rescheduled date.

It will be some time before LHSC is operating as normal again. We are doing everything we can to safely bring more people into the hospital for care as soon as possible. Some non-urgent visits and follow-up care may be booked as a telephone or virtual care appointment.

**You will be contacted by us as soon as there is an opportunity to reschedule.** We know you may need some time to prepare.

If you have questions, please contact: ADD CONTACT INFORMATION. **Contact us immediately if you experience changes in your symptoms such as** ADD EXAMPLES IF NEEDED. In the case of an emergency, please call 911 or go to an Emergency Department.

CONSIDER ADDING ANY RESOURCES THAT MAY BE USEFUL FOR THE PATIENT.

If you have comments or concerns about your care, you can contact a Patient Relations Specialist at 519-685-8500 ext. 52036.

For more information about LHSC’s COVID-19 pandemic response, please visit the website at www.lhsc.on.ca/coronavirus. This includes an online **Family Information and Support Centre** with resources, coping strategies and other support (listed under “Patient and Family Support”).

We thank you for your understanding during this challenging time. We remain committed to protecting the health and safety of our patients.

Sincerely,

PHYSICIAN/PROGRAM LEADER

ADD ANY RELEVANT CONTACT INFORMATION