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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 move forward with plans to gradually and carefully expand care to more patients. Planned surgeries, procedures and ambulatory care for patients at LHSC are slowly resuming, with prioritization based on clinical evidence and need.

We are pleased to inform you that your **TEST/APPOINTMENT OR PROCEDURE NAME** has been rescheduled. Your new appointment is for **DATE** at **TIME** at **LOCATION**.

**Please contact us immediately if you need to cancel.** LHSC is still having to delay many appointments, tests and procedures for other patients, and another person waiting for care will be offered this time if you cannot make it. We will do our best to find an alternative date and time for you.

We recognize that waiting for care can be difficult. Thank you for your patience and understanding. Hospitals still face a lot of challenges and LHSC must stay ready for whatever COVID-19 might throw our way.

We will be in touch with any required information for your visit. Please rest assured that the hospital is safe. We have put many safety measures in place to reduce transmission of the virus. It might be a different experience than you anticipate, but we’ll make sure you know what to expect.

You will also receive a pre-screening call with questions about your health and other information before you come to the hospital.

If you have questions before your visit, 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 ADDITIONAL RESOURCES THAT MAY BE USEFUL FOR THE PATIENT.

If you have comments or concerns about your care, please 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 remain committed to protecting the health and safety of our patients.

Sincerely,

PHYSICIAN/PROGRAM LEADER

ADD ANY RELEVANT CONTACT INFORMATION