



Memorandum

DATE: March 24, 2020

TO: All Healthcare Providers and Healthcare Facilities

FROM: RUHS Clinic Administration

RE: Important Covid-19 Update for Referring Providers to RUHS Specialty Clinics

Riverside University Health System is committed to the protection and safety of our patients, families, and healthcare staff during the Covid-19 outbreak.

In an effort to reduce the risk for Covid-19 exposure, RUHS Specialty clinics will be limiting traditional face-to-face clinic visits, and will be transitioning all existing non-urgent visits to tele-health visits (video or telephone visits). In addition, all previously scheduled non-urgent surgical procedures (including operative and endoscopic procedures) will be postponed to a future date.

All new Specialty clinic referrals will be prioritized based on urgency. We want to emphasize that we will continue patient care for urgent conditions, but will be limiting new referrals, especially those that require face-to-face evaluation, to conditions that may pose a safety risk to the patient. Although our time frame for these changes may be unclear, we expect this to be in effect at least over the next 4- 6 weeks.

During this challenging time, we request that all referring providers limit routine referrals to our RUHS Specialty clinics, so that we may focus our efforts on urgent patient care referrals. **Until further notice, all routine referrals will not be scheduled until our clinics are operating at normal capacity.**

Please be assured we will be monitoring the situation closely, and we will schedule all routine referrals as soon as it is safe to do so. We apologize for any inconvenience, but our main goal is to protect our patients, families, and staff. Thank you for your understanding.