



# UPSTATE

MEDICAL UNIVERSITY

EDUCATION • HEALTHCARE • RESEARCH

March 2020

**Dear Patients of Upstate Medical University:**

We are committed to your wellbeing and want to provide you with the best possible care for your health needs.

COVID-19 has created a serious situation in our community, and we at Upstate are responding.

To prepare for a potential increase in very sick patients needing critical care, and to continue to minimize the spread of the virus by reducing person-to-person contact, we have postponed all non-urgent procedures and outpatient visits for the foreseeable future.

**If you are in this group of postponed patients and feel your condition is urgent, or worsens to become urgent, please let your Upstate doctor's office know immediately so we can work to accommodate you based on medical necessity.**

To serve you, nearly all our doctor's offices are up and running with telehealth options for patients. Our clinics also use MyChart as a communication tool, and phone lines and support for callers also are available.

While we do not know how long this threat will last, we anticipate resuming normal operations as soon as possible. We appreciate your trust in Upstate to provide for your healthcare needs.

Upstate also has a dedicated website to provide resources on COVID-19, including an online assessment tool to check symptoms, at [www.upstate.edu/covid](http://www.upstate.edu/covid).

If you need to be seen, our clinical teams are taking all precautions for patient safety.

Sincerely yours,

Mantosh Dewan, MD  
Interim President  
Upstate Medical University