Thank you for trusting us with your health care. We’re proud to offer you and your loved ones the expertise, resources and innovation of our region’s only nationally ranked academic health center.

We have many ways we are working to keep our patients safe and protected while in our care during the novel coronavirus (COVID-19) pandemic. These are some that involve you, as a patient, and family members or friends who may want to come with you. We want to share these in advance, so you know what to expect, and so you know how we are partnering in your care to help keep you safe and healthy.

- To help support social distancing, we are asking all patients to consider replacing in-person appointments with video appointments through the MyUCDavisHealth app, both for flu-like symptoms and regular topics of concern. These could include your visits pre- and post-procedure — from the comfort and convenience of your own home.

- We are screening new appointment requests to identify patients with cold/flu-like symptoms, and converting those to video visits whenever possible. If the appointment you need is for care that can wait, we may ask you to reschedule to a future date when it’s safer to see you in person.

- We are asking about cold/flu-like symptoms in our appointment reminders, so we can switch to a video visit or make special arrangements to receive patients with symptoms.

- We are limiting the number of caregivers who can accompany patients during appointments at our clinic and medical office locations. For everyone’s safety, only one essential caregiver may accompany patients, and caregivers with any cold/flu-like symptoms are asked to leave.

- When people do visit us in person, we’re asking everyone questions as they enter the building or check in for their appointment. We’re screening for symptoms at entrances to all of our clinical locations, including our hospital, our outpatient centers, and our medical offices.

- Every person entering our care facilities is screened daily and required to report whether they have, or have recently experienced, specific kinds of symptoms. This is one of many ways we are making sure our health care workers are well and ready to carefully care for you.

- When in-person care visits to our outpatient clinics are necessary, we are asking patients with symptoms of sickness to wear a mask in order to protect others around them. Care staff who assist these patients also wear protective equipment and use special procedures when needed to limit contact with other staff and patients. (But not always — our infectious disease experts advise us when it’s necessary to do so.)
As a research university, we’ve validated our own highly accurate COVID-19 test, with results available in a few hours. With this reliable test, we are now testing all patients in our hospital, to know the status of every patient, including patients coming in for same-day operations, and expectant mothers (a few days before expected birth). We are also testing patients in sensitive outpatient locations, to help protect immune-compromised patients, such as those receiving chemotherapy in our nationally-ranked Comprehensive Cancer Center.

- **There are no visitors at UC Davis Medical Center.** In a few situations where there are exceptions (births, end of life), visitors will be screened and are not allowed if they have cold/flu-like symptoms. More information is available here: https://health.ucdavis.edu/medicalcenter/visitors/visitors.html

The goal of all of these policies is to prevent infections, including the coronavirus, and make sure your health care UC Davis Health is as safe as it can possibly be. As in any hospital or clinic, there are many other infection control and management measures in place at all times.

UC Davis Health routinely treats patients with infectious diseases, and we use nationally recognized standards and infection prevention practices with every patient, including those suffering from coronavirus infections and those suffering from the infectious diseases we see more frequently.

Since we have the power of an entire university partnering with us, we are able to bring you the best in care, informed by evidence and research, and grounded in the latest science and technology. Together, we are working to care for everyone, and to make sure everyone gets excellent care.

For more information, please visit [health.ucdavis.edu/coronavirus](http://health.ucdavis.edu/coronavirus).