



Dear Community Member,

As more cases of the coronavirus disease, known as COVID-19, are confirmed across the state of Florida, I want to provide some information on steps Cleveland Clinic Indian River Hospital has been taking to prepare.

The safety of our patients, visitors, caregivers and community is our paramount concern. We continue to work closely with local, state and federal government agencies and are prepared to handle these types of situations and meet the needs of all our patients.

That is why Cleveland Clinic Indian River Hospital clinicians and staff have been holding regular planning meetings, training and education regarding COVID-19 over the past two months.

We are enforcing new guidelines for visitors in accordance with emerging practices. Visitor rules now require check-in to take place from 8 am to 12 pm and from 3 pm to 7 pm. No visitors are allowed from 9 pm to 8 am, unless accompanying a newly admitted patient.

In an abundance of caution for our community and caregivers, we have suspended all volunteer services. We have postponed all events and suspended all caregiver participation at events for the next 30 days, including patient support group sessions. If you have any questions about your scheduled appointments or procedures, please call your physician's office.

If you are concerned you may have COVID-19, we recommend you seek care first from Cleveland Clinic's virtual visit platform, Express Care Online at clevelandclinic.org/ECO or by contacting your primary care physician.

We ask that if you are feeling ill that you call your primary care physician's office prior to visiting.

If you meet the Florida Department of Health guidelines for testing based on symptoms, travel and exposures, you will be advised as to how to proceed with testing.

We anticipate having the capability of drive-through testing. This will be established for those patients that meet the Florida Department of Health criteria for testing. Once established, we will provide details as to where that will be located at Cleveland Clinic Indian River Hospital.

More information on COVID-19 is available on the CDC and Cleveland Clinic's website. Visit clevelandclinic.org/coronavirus as it is updated frequently. The Florida Department of Health also has a hotline you can call with specific questions. **That number is 1.866.779.6121.**

Finally, I want to assure you that our caregivers are doing a phenomenal job in managing this demanding situation. We are working together in Indian River County, but also across the Florida region and with the Cleveland Clinic enterprise. We are working with a shared sense of purpose and unity that will help us provide the best care possible for our patients, community and caregivers.

Sincerely,

A handwritten signature in black ink that reads "Greg Rosencrance MD". The signature is stylized and includes the letters "MD" at the end.

Greg Rosencrance, MD, FACP
President