



November 6, 2020

Dear patients and families,

We are in the midst of a new wave of SARS-CoV-2 (COVID-19) infections in Colorado, and across the nation. Lab positivity rates are alarmingly high, by any measure. Local hospitals are very near the levels of inpatients as April/May. At the HTC we again need to try and anticipate what will happen over the next few weeks and months.

1. We are anticipating a cessation of elective procedures that need admission to a hospital. University Colorado Health has already suspended these.
2. Our phone lines have seen a tremendous increase in calls. **Please leave us a detailed message with your needs and a call back number**. We are trying as best we can to get back to all of you. We ask for your patience and understanding.
3. We are going to be limiting in-person visits starting today (Nov 6, ,2020). This means that we will be doing more telehealth visits. These visits will be decided on a patient by patient basis. We want to offer you as much access as we are able to. State and campus policy is currently evolving rapidly, and we also have staff availability challenges as well.
4. We will soon be using MyChart for patient telehealth. We have been using Zoom, but we need the efficiencies of the MyChart Vidyo system to offer you the best care. We will continue to update you on this as we move forward. Watch for instructions on how to enroll. We want this to be a simple process for all of you. If you want to reach out, and get the process started yourself, please call the front desk and they can generate an access code that will start the process for you.

Please be careful and safe. We miss seeing all of you. We rely on the strength of each other and our community during these unprecedented times.

Our best,

Mike and Kate