

4/28/2020

Dear Tulane physicians –

Based on guidance from state leaders and clinical experts, Tulane Health System has begun performing some surgical and other procedures that had been delayed due to the COVID-19 pandemic.

We know that some patients are concerned about COVID-19 risks in hospitals and are reticent to schedule even needed procedures. We have developed several communications aimed at alleviating those fears and detailing the safety precautions we have in place. Many of these are direct-to-consumer tactics going directly to patients and media.

Additionally, though, we wanted to provide you with materials your office or clinic can also provide to patients, if needed. Attached are:

- **Patient Letter:** This letter is being sent via email to all Tulane Health System patients from the last two years. That will not cover patients for whom we do not have an email address, so please feel free to share with them.
- **FAQs:** This document details frequently asked questions about “elective” procedure changes at Tulane. Both of these documents are accessible on our websites, as well.
- **Staying Connected Flyers:** Visitor restrictions can make communication with family and patient caregivers difficult. Attached is information about televisitor solutions available at Tulane. The “**physician**” version details the platforms for you, and the “**patient**” version can be distributed to patients.

These materials will be made available to Tulane Clinic leadership, as well. Thank you for your continued support during this unprecedented health event. Please don’t hesitate to reach out with questions or concerns.

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