

March 19, 2020

Dear Colleagues:

NewYork-Presbyterian Queens and all of NewYork-Presbyterian Hospital have postponed all elective procedures and surgeries, beginning Monday, March 16, 2020. You can see our full message here: <https://www.nyp.org/coronavirus-information/message-for-our-patients>

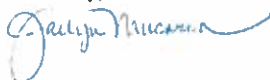
NewYork-Presbyterian hospitals are open. Your patients requiring urgent attention and emergency surgeries and procedures can be seen in the Emergency Department as before. However, we need your help encouraging patients and members of the public who do not need to visit the Emergency Department to stay away:

- All urgent patients, such as those with new cancers, or cardiac issues can still be seen in medical offices and scheduled for necessary interventions (surgery, endoscopy) as warranted by the urgency of the condition.
- Non-urgent problems (gallstones, hernias, etc.) will be assessed if possible by telehealth. Interventions will be deferred to a more feasible future time.
- NewYork-Presbyterian's Virtual Urgent Care is available for patients who are not feeling well and have non-life-threatening symptoms such as fever, cough, upset stomach, or nausea. This is an online, telehealth service. Information about this service is available at <https://www.nyp.org/ondemand/urgent-care>. We encourage use of virtual urgent care as the first step for patients seeking non-urgent care.

Please contact your patients to provide more information about their specific care plan, including rescheduling. Additionally, we have established a dedicated patient hotline for general questions pertaining to COVID-19 at 646-697-4000.

We thank you for your support and understanding during this challenging time.

Sincerely,



Jaclyn Mucaria, MPA, FACHE



Amir Jaffer, M.D.



Stephen Rimar, MD