



March 20, 2020

Dear Community Partner,

Novant Health UVA Health System Is Prepared To Care For You

We are taking action and preparing to care for patients impacted by COVID – 19. Thank you for asking how you can help and support us! You can assist us by helping us message the following information to family, friends & neighbors and employees.

- The Virginia Department of Health (VDH) has a public helpline for questions about corona virus: 1-877-ASK-VDH3 (1-877-275-8343). Community resource specialists are available to answer questions from the public and in English or Spanish.
- At this time, please do not call Novant Health UVA Health System Culpeper Medical Center for general information and inquiries regarding coronavirus. Our team members are focused on providing the best possible care to our patients and we are not resourced to take general calls from the community about COVID-19.

Before you go to the emergency room

- Call your primary care provider to discuss your concerns
- Try our new **coronavirus assessment tool**, now available online. If you're not experiencing a life-threatening emergency, then try our self-guided assessment that uses CDC protocol to determine if you should seek care. Visit NovantHealthUVA.org/Coronavirus to take the assessment.
Note: This assessment is not a substitute for medical advice, diagnosis or treatment. Always consult a medical professional for serious symptoms or emergencies.
- Visiting an emergency department with no symptoms will only further one's risk of exposure and put a strain on resources for those who need it most.
- Individuals who have no symptoms will not be screened and should stay home.

Patients that have been seen within a clinic are encouraged to sign-up for [MyChart](#)

- MyChart is a secure, online health management tool that connects you to your personalized health record – from anywhere, at any time. This will enable seamless communications between you and all of your care providers. MyChart also enables you to stay in touch with your doctor – regardless of whether you are at home or traveling.

Patients that have had care within the hospital are encouraged to sign up for [MyHealthConnection](#)

- MyHealthConnection is a patient portal that gives you convenient, online access to your health records, visit summaries, upcoming appointments, lab results and much more. It is safe, secure and easy to use.

We're in this together, and together we will better serve our community, thank you for your partnership!