

Dear Providers,

As you know, COVID-19 poses a significant health threat to our patients and our healthcare teams. To help reduce the risk of transmitting the infection to our uninfected patients, **I would like you and your practice to encourage as many of your patients as possible to switch to video visit.** This primarily applies to follow-up visits but can apply to new patient visits at the discretion of your practice. As always, you and your practice need to determine which patients should keep in-person visits. Please work with your teams, looking ahead in your schedule, to determine which patients should be seen in-person.

If you have not done a video visit, please check with your practice manager to ensure you have a zoom account. If you don't, your practice manager can email the Telehealth Resource Center (TRC) for an account.

If you are unfamiliar with how to perform video visits, we encourage you to seek assistance from your practice's Telehealth Champion or the Medical Director.

Additional information weblinks:

Video Visit Tip sheet: <https://ucsf.box.com/v/cliniciantipsheet>

Tip sheet to perform video visits remotely (i.e. from home): <https://ucsf.box.com/v/conductingvideovisitfromhome>

How to perform a video visit with an interpreter: <https://ucsf.box.com/v/audio-interpreter-tipsheet>

TRC document library with additional helpful documents: <https://telehealth.ucsf.edu/document-library>

We keep you updated with our COVID-19 preparations as they develop.

Thank you for all your efforts to help manage this serious challenge to the health of our patients.

Susan Smith
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Reminders & Resources

- Access updated information, FAQs and other resources at our [UCSF Coronavirus website](#) and [UCSF Health Infection Prevention website](#).
- Please wash your hands, don't touch your face.
- Stay home if you're sick