

This is an unprecedented and uncertain time for all of us. We value you and the trust you've placed in us to make difficult decisions responsibly in order to prevent the spread of COVID-19 and protect you, our patients and our community. Scientific research, infectious disease and bioethics experts, government officials, and health leaders around the world urge us to conserve our resources responsibly.

Effective immediately, **only patients meeting the following criteria** are asked to complete a My Chart eVisit questionnaire or present via Express Care Online for COVID-19 screening:

<input type="checkbox"/> <b>ONE</b> of the following: Age > 60 years old Age < 36 months On immunosuppressive therapy Cancer End-stage renal disease on dialysis Diabetes Hypertension Coronary artery disease Heart failure reduced ejection fraction Lung disease Contact with patient with COVID-19 HIV/AIDS Solid organ transplants
<input type="checkbox"/> <b>AND ONE</b> of the following symptoms consistent with influenza-like illness: Cough Diarrhea Difficulty breathing
<input type="checkbox"/> <b>AND</b> Fever (subjective or objective over 100.4 degrees)

For all others who do not meet the criteria above, infectious disease specialists emphasize that the safest way to manage symptoms is to stay home, keep a social distance, rest, get lots of fluids, eat a healthy diet, and take acetaminophen (such as Tylenol) as needed to reduce fever and relieve pain.

If you have chest pain, shortness of breath, dizziness, a severe headache or other potentially life-threatening problems, go to the nearest emergency department or call 911.

We appreciate your support and understanding as we work together to care for our sickest patients. **For questions, please refer people to Cleveland Clinic's 24/7 COVID-19 hotline: 855.697.3750**