

Background: For patients who previously contacted a Cleveland Clinic physician and were given a COVID-19 test order but then, upon review by clinical providers, were determined not to meet current testing criteria.

Here is the message CCF Corporate Communications would like us to message to our patients:

Hi, my name is <First name, Last name> and I'm calling on behalf of Cleveland Clinic.

We now know that the majority of us who become sick from the coronavirus do not need testing. We understand you recently contacted a Cleveland Clinic Physician to have an order placed for COVID-19 testing. Upon review of your medical record, an advanced practice provider has determined that based on your condition and symptoms you do not need testing at this time. If you have already received a test, or a test is in process at this time, you may disregard this message.

A positive test would not change the management or monitoring of your symptoms. Given the current community outbreak, we ask you to treat your symptoms as if you have the disease. Stay home. Practice good self-care. Isolate yourself from others in your home and have the other members of your household remain quarantined.

If you have any new or worsening symptoms please don't hesitate to reach out with Express Care Online or a call to your primary care provider. Cleveland Clinic also has a 24 hour hotline dedicated to answering all other questions: 855.697.3750. We're here to help you and hope you feel better soon.