

Dear Patient,

We are thinking of you and would like to address a few frequently asked questions about the novel coronavirus, COVID-19, and to provide you with useful resources on how you can best take care of yourself and your family during this stressful time.

- **What to do if you are sick:** The U.S. Centers for Disease Control and Prevention compiled useful information on what to do if you believe you or someone in your family has COVID-19, including how to isolate at home - and end home isolation; clean high-touch surfaces; and monitor your symptoms. Read that information [here](#), and the CDC's guide on how to care for someone with COVID-19 [here](#). The LA County Department of Public Health is an excellent [resource for local information](#).
- **Video visit updates:** We want you to know that our primary care doctors are available to safely take care of many of your medical needs, including COVID-19 concerns via video visits, telephone visits, and [myUCLAHealth](#) medical advice messages. Call 800-825-2631 to set up this initial appointment. New patients can even [establish care with our primary care physicians](#) via a video visit. In general, insurance covers these forms of Telehealth visits, including Medicare (please check with your insurance plans for your individual coverage levels).
- **Managing stress:** While anxiety is the body's natural response to stress, there are several ways to stay calm and support positive emotions. Dr. Emanuel Maidenberg, a clinical professor of psychiatry and behavior sciences at the David Geffen School of Medicine at UCLA, offers useful coping tools in [this article](#). You can also stream [free guided meditations](#), provided by the UCLA Mindfulness Awareness Resource Center, or download the [UCLA Mindful app](#).
- **Myth busters:** COVID-19 and Ibuprofen: You may have heard that ibuprofen can aggravate symptoms of COVID-19, but at this time there is insufficient evidence to support that claim. UCLA Health infectious diseases physician, Dr. Otto Yang, clears up this misinformation in a UCLA Health [blog post](#).
- **FAQ updates:** Our new chatbot, on the lower left corner of the [UCLA Health website](#), sends us real-time information about what patients want to know. We can then address these frequently asked questions and feed important information and links back into the chatbot on topics such as how to self-quarantine, how to deal with stress and anxiety, and what you need to know about social distancing. Find the full list of answers to your frequently asked questions [here](#).

We will continue to send updates on the COVID-19, with the goal of providing evidence-based information to keep you informed and up-to-date on what UCLA Health is doing to respond to this global pandemic.

We thank you for choosing UCLA Health for your health care needs.

Sincerely,

Johnese Spisso, MPA
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CEO, UCLA Health System
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