



To all of our cherished patients, outstanding staff and valued members of the community:

As we navigate through the COVID-19 public health crisis together, your trust is very important to all of us here at Hennepin Healthcare. Your health is our greatest priority. As an organization, we are committed to keeping you informed and vow to do our absolute best to support you as things rapidly evolve. We are all experiencing varying levels of uneasiness and distress, which is why it is so important – now more than ever – to support one another in every way possible.

I am so proud of the dedication of this entire organization to ensure access to safe care during this new, temporary reality. Our teams are well-prepared to address the needs of our patients and communities and will work tirelessly around the clock to help curb the spread of the virus while continuing to provide unparalleled care to those who need it most.

The symptoms of COVID-19 can be similar to the common flu. If you are experiencing these symptoms (fever, cough, shortness of breath), the best thing you can do to protect you and your family at this time is to stay home and isolate yourself. If these symptoms are mild, please do not seek COVID-19 testing.

If you are uncertain whether or not you might need to be seen by a provider, you can call our Nurse Telehealth line at 612-873-6963. They are here to help so you don't have to leave your home and put yourself or others at risk. We also encourage you to request an e-visit through your [MyChart account](#). If you do not have a MyChart account, it is easy to sign up for one at hennepinhealthcare.org/mychart or call 612-873-5600.

Please monitor your symptoms. If your illness is worsening and you are having difficulty breathing, you should seek medical attention—though be sure to call your provider first 612-873-6963. In the event of a life-threatening emergency please dial 911. We promise to treat your concerns with the attention and respect they deserve, and deliver the best care in the safest manner possible.

For more than a century Hennepin Healthcare has been at the ready in case of emergencies – both big and small. We are here for you – all of you – and are proud to serve you and our community during this very difficult time.

Please stay safe and stay home if you can. We will get through this together.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jennifer DeCubellis".

Jennifer DeCubellis
CEO, Hennepin Healthcare