

Dear Mayo Clinic Patient,

As the holidays approach, COVID-19 cases are rising across Arizona and our country at an alarming rate. We have also entered influenza season, and are watching the impact in our community.

We cannot stress enough the importance of following all CDC recommendations around masking, social distancing and hand hygiene. Whenever possible, stay at home and limit contacts to your immediate household, especially if you are over 65 or have underlying health conditions that put you at greater risk for serious complications.

Mayo Clinic is committed to the safety of patients, visitors and staff. The following are precautionary steps we are taking at this time:

- **We will close to visitors in our facilities as of Monday, November 23.** We know how important having loved ones nearby is during your health care journey. Yet, we believe this is an important step in maintaining the safest possible health care environment during active community spread of the COVID-19 virus.
- **We are reducing the number of newly scheduled surgeries** for the remainder of the year to prepare for an expected rise in COVID-related hospitalizations. However, at this time we are not planning to defer appointments or procedures that are currently scheduled.
- **Virtual appointments remain available** for many specialties and circumstances, if you prefer. To determine if your existing appointment can be transitioned to a virtual one please contact your care team, using secure messaging through Patient Online Services, or by phone.
- **Approved face coverings will be required** at all times while at Mayo Clinic. Bandanas, vented masks and gaiter-style masks are not permitted. Allow 15 additional minutes for screening as you arrive for an appointment.
- **If you are experiencing COVID-like symptoms**, or you believe you have had an exposure, please contact your primary care physician for guidance on next steps. Testing is now widely available in our community, including at Mayo Clinic.

We greatly appreciate your trust in the care we provide to you. Your health and safety remain our top priority. Stay abreast of the latest COVID-19 updates and research at [NewsNetwork.MayoClinic.org](https://www.mayoclinic.org/news-network)

Thank you,

Richard J. Gray, M.D.

Chief Executive Officer, Mayo Clinic in Arizona

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