

Dear Mayo Clinic Health System Patient:

As the COVID-19 situation continues to evolve rapidly, we want to reassure you that the safety of our patients, staff and community remains our highest priority.

As part of our response, we continually and carefully evaluate the readiness of our facilities, personnel, capacity and supply availability, and keeping a watchful eye on the spread of the virus in our local communities and at state levels.

Based on this review and guidance from multiple sources, including State and Federal agencies and health care organizations in endemic regions, we decided to defer elective clinic visits as well as elective surgeries and procedures. This precautionary step puts the needs of our patients and staff first, and helps ensure we have capacity, including healthy health care workers, to care for the patients who need us most.

Our care teams are currently evaluating patient appointments on a case-by-case basis. If your visit can safely be deferred eight or more weeks without negatively impacting your health, your appointment may be rescheduled or converted to a telephone or virtual consult.

If you have an appointment that can be deferred, you will receive a phone call from your health care team in the next few days to discuss your options. We will do our best to accommodate your needs in collaboration with your provider's schedule.

Semi-urgent, urgent and emergency care will continue in our clinic and hospital settings. This deferment will be effective March 23 at all Mayo Clinic locations nationwide, including Mayo Clinic Health System.

While we may not have all of the answers right now, we will continue to provide you with updates as we can. Please visit our [Mayo Clinic Health System CEOVID-19 online resource site](#) for the most up-to-the-minute information about COVID-19. You can also view updates via Mayo Clinic Health System's [Facebook](#), [Twitter](#) and [Instagram](#) channels.

Our primary value, The Needs of the Patients Come First, remains constant in this ever changing situation. We are committed to meet your needs throughout the current situation and beyond and ask that you partner with us to stay safe, healthy and informed.

Name
President
Mayo Clinic Health System

Name
Chief Administrative Officer
Mayo Clinic Health System