

Subject: [Test]:COVID-19 March 13, 2020
Date: Friday, March 13, 2020 at 4:48:34 PM Eastern Daylight Time
From: Duke University Health System
To: Alexander Pace

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COVID-19

Help prevent the spread of illness



Dear Parent or Caregiver:

We understand you may be concerned about the spread of a novel coronavirus known as COVID-19. At Duke Health, you and your child's safety and well-being are our top priority, and we are taking every precaution to help keep your family and all our pediatric patients safe. We appreciate your patience with us as we implement additional visitor restrictions to help prevent the spread of disease.

Before Coming to a Duke Hospital or Clinic



Call ahead before seeking care

The symptoms of COVID-19 are similar to other respiratory illnesses like the flu, including:

- fever
- cough
- shortness of breath

If you have these symptoms:

- Mild symptoms can be treated at



Visitor restrictions in place at all hospitals and clinics

To help prevent the spread of COVID-19, we are:

- limiting visitors to one person over the age of 12 for hospital visits and doctor's appointments at clinic locations.
- screening patients and visitors for symptoms of illness upon arrival
- asking patients and their loved

home.

- If your symptoms worsen, call your doctor before going to any medical facility. Your doctor will let you know what to do next and if you need to be seen.
- Schedule a virtual visit 24/7, through [Duke Health Anywhere](#).

ones with symptoms related to COVID-19 to return home

- providing information about what to do if you have symptoms to prevent the spread of illness
- posting changes on these restrictions to [Dukehealth.org](#)



We know family and friends are important members of your child's care team, and we understand these restrictions may be difficult for your family. We apologize and thank you for your understanding as we work together to keep all our patients and our team members safe.



COVID-19 Symptoms

COVID-19 is similar to other respiratory illnesses like the flu. Symptoms include fever, cough, and shortness of breath.



Steps to Protect You and Your Family

- Encourage your children to wash their hands frequently with soap and water for at least 20 seconds.
- Discourage them from touching their eyes, nose, and mouth with unwashed hands.
- Remain vigilant for any signs of respiratory illness, and limit contact with elderly grandparents or caregivers
- Avoid large gatherings



Questions about COVID-19

If you're concerned that you've been exposed or have a general question about COVID-19 please call:

North Carolina COVID-19 Hotline:
866-462-3821
24 hours, seven days a week

-or-

Duke Health COVID-19 Hotline:
(919) 385-0429
8:00 am to 5:00 pm, Monday to Friday



Together, we can reduce your risk of being exposed to the virus and help you and your family remain healthy and safe.

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