

Dear Patients and Friends:

On behalf of the doctors, nurses, other healthcare professionals and staff at Our Lady of the Lake Regional Medical Center, we hope this letter finds you and your families safe and well during this difficult time, as we all work to get through the current COVID-19 (Coronavirus) pandemic.

Due to the high rates of COVID-19 infection in Louisiana, our Governor and the Louisiana Department of Health issued orders in mid-March 2020 to close our clinics, and to cease all routine hospital activities, focusing only on treatment of COVID-19 infected patients and those with true medical emergencies. Along with social distancing, quarantine and isolation, these measures were necessary to slow the spread of the virus. Thankfully, as of the latter part of April, we are beginning to see signs that the crisis may be lifting, but it is not over yet.

At Our Lady of the Lake's Head & Neck Center, Facial Plastic & Reconstructive Surgery Center, Voice Center, Hearing & Balance Center, Cleft Clinic, and Facial Nerve Disorders Clinic, we have been working diligently to prepare for gradually reopening our clinics and restoring our regular services. As we do so, our highest priority has been, and will continue to be, your safety. COVID-19 has forced us to take new precautions that must remain in place until the pandemic is fully controlled. This letter is to provide you with information on what we are doing, and what you can expect as we get back to our "new normal."

Virtual Visits:

Virtual visits include telephone-, video- and internet-based sessions with your healthcare professionals. Without leaving home, many of our patients are already connecting with their doctors and other providers, and the sessions are very effective for routine checkups and for managing many of the medical conditions we treat. While we are anxious to see you in person again, we are still required to restrict the number of people who are physically allowed to come to the clinic, and some of these restrictions will remain in place until the COVID-19 pandemic is over. Therefore, unless one of our doctors deems your condition truly urgent, a virtual visit is the best and safest solution. You can request a virtual visit by calling our offices (see phone numbers below) or by accessing your [MyChart account](#).

In-Person Visits:

For some conditions, a virtual visit will not be enough, and it will be necessary to have an in-person visit with your provider. We are implementing new measures that will enable us to safely see you in our office and still provide protection from exposure to COVID-19. We will be prioritizing make-up appointments for anyone who missed a scheduled appointment with us due to the COVID-19 crisis. There will be a number of things that are different from the pre-COVID-19 office visit. [To learn more, click here.](#)

Please know that we are dedicated to helping you. Feel free to reach out to our office with any questions. We hope that through everyone's sacrifices during this most unusual time, we will all be healthier and able to resume our normal clinic services as soon as possible.

Office Phone Numbers:

- Head & Neck Center: (225) 765-1765
 - Facial Plastic & Reconstructive Surgery Center: (225) 765-1982
 - Voice Center: (225) 765-5335
 - Hearing & Balance Center: (225) 765-7735
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Wishing you good health and continued safety,

Our Lady of the Lake Physician Group