

Serving UHS Members During COVID-19 Emergency



Update: March 31, 2020

Circumstances with the current COVID-19 emergency are rapidly changing and UHS is adjusting to provide needed care and safety for you. **The UHS medical staff is shifting from its normal way of doing things and moving more toward:**

- Providing urgent care (both for COVID-19 symptoms other conditions)
- Handling visits by telephone if an examination or treatment does not require an on-site visit
- Increasing the availability of health professionals to respond to calls during and after regular offices hours
- Having physicians review their schedule, deciding which appointments can safely be rescheduled, calling you to address your needs and, if needed, scheduling a timely new appointment.

To maximize our capacity during this emergency, UHS is:

- Closing all satellite facilities. The satellites do not have the special air handling systems and space requirements needed to accommodate members with COVID symptoms.
- Setting up alternative pharmacy distributions procedures that do not require you to enter the Polk St. facility
- Establishing curbside arrangements for testing
- Issuing back-to-work letters without requiring you to make a trip to UHS

Important things for you to do are:

- Call first at (312) 423-4200. UHS has added resources to handle the increased volume and give instructions that might avoid an unnecessary trip
- Protect yourself. Wash hands, stay home if you're sick and call UHS, practice social distancing, and follow other tips available at www.dph.illinois.gov/covid19
- Keep in touch with us. Review our web site at www.unionhealth.org/UHS/ for updates.

Together, across racial lines and different backgrounds, we will rise to meet this moment. For any questions please reach out to the Member Resource Center at 877-233-8880 and check out these [resources](#).