



## UCSF Health Clinical Update Issue 5

This issue of *UCSF Health Clinical Update* offers information about rapid scheduling of in-person and video visits in specialty clinics, and our revised inpatient visitor policy. It also requests your suggestions for webinar topics related to COVID-19 that you would find helpful.

### **Rapid Scheduling for Patient Appointments**

Many of our clinics provide rapid scheduling of appointments and have expanded access with both telehealth and clinic visits. For assistance with patient referrals, please contact our [Physician Referral Service](#).

[Cancer Services Referral Center](#) | (877) UCSF-CAN (877-827-3226)

Our cancer providers are rapidly scheduling patient appointments following referral. For specialized help with oncology patients, contact our clinics directly or the Cancer Services Referral Center at the telephone number above.

[Cardiology Clinic](#) | (415) 353-2873

For general cardiology referrals, video visits are available within 48 hours of referral (and authorization, as required). Cardiology specialty referrals are coordinated with the referring practice. Additionally, our on-call cardiologist is available 24 hours a day, 7 days a week and can be reached at (415) 353-2873 for urgent patient issues.

[Inflammatory Bowel Disease Clinic](#) | (415) 353-7921

We are scheduling virtual second-opinion consults for patients with inflammatory bowel disease (IBD), including Crohn's disease, ulcerative colitis, pouchitis and IBD-undetermined.

To refer a patient, contact us at [IBD@ucsf.edu](mailto:IBD@ucsf.edu). Patients are contacted within three business days to set up an appointment.

[Neurology Clinic](#) | (415) 353-2273

Our neurologists are successfully using video visits for general neurology consults, with in-person follow-up as indicated for neuroradiology and additional exams. Telehealth visits are especially important for our neurology patient population since many face transportation challenges due to their limited physical mobility or other issues. In July, we are expanding neurology services to locations in Greenbrae and San Mateo.

[Orthopaedic Institute](#) | (415) 353-2808

Our orthopaedic clinics, located in Berkeley, Greenbrae, Mill Valley, San Francisco, San Jose, San Mateo, San Ramon and Walnut Creek, have expanded access with video visits and in-person appointments. Additionally, Sports Medicine and Pediatric Orthopaedics are providing evening video visits weekdays from 5:30 to 7:30 p.m.

### **Suggest a Topic for a Webinar**

UCSF experts are available to present up-to-date information about COVID-19 via webinars. If you have a topic to suggest, please contact [liaisons@ucsf.edu](mailto:liaisons@ucsf.edu). We're open to all ideas, such as how to safely care for patients during the pandemic, updates on research on vaccines and treatments, and any other topics you feel would be helpful for primary care providers in the community.

### **Visitor Policy Revised**

UCSF has revised its visitor restrictions. Now, every inpatient will be permitted to have one visitor per day. This is in accordance with updated guidelines from the San Francisco Department of Public Health.

This expansion requires controls that we already have in place, such as screening, use of face coverings or other protective gear, and physical distancing.

The policy for visitors in the ambulatory setting has not changed. There, no visitors are permitted except for certain situations that are described in the [UCSF Health COVID-19 Guidelines for Visitor Restrictions and Exceptions](#).

### **Pulmonology Clinic Provides Care for Recovered COVID-19 Patients**

Our [Pulmonary Clinic at Parnassus](#) provides care for patients following recovery from COVID-19. For more information, call (415) 353-2961 or email [Lekshmi Santhosh, MD, MA](mailto:Lekshmi.Santhosh@ucsf.edu).

### **Referral Process**

Our referral process remains the same, although ambulatory referrals will be evaluated to determine if a patient needs to be seen in person or via a video visit. **If you would like to refer a patient to UCSF, please contact the appropriate [clinic](#) directly.** For additional questions or assistance, please call the Physician Liaison Service at (800) 444-2559.

## **Web Resources**

Our [coronavirus website](#) provides daily updates from UCSF on access, research and new developments in the COVID-19 pandemic.

The [referring physician section](#) has the latest updates tailored to your needs.

The [patient section](#) has numerous resources for your patients, including how to manage routine medical care.

For additional information from UCSF Health medical experts, see our [UCSF MedConnection](#) website.

## **Your Questions**

We welcome your questions about how we can continue to care for your patients during the COVID-19 pandemic.

[Email](#) us your questions or concerns on any topic of interest.

Call the Physician Liaison Service at (800) 444-2559 for any questions about a patient referral.