Dear Colleagues,

We hope this letter finds you in good health. As we begin to reopen our practices, we wanted to keep you abreast of how your referrals will be managed. As you would expect, we will ensure that we are following all applicable guidelines to provide the safest and most comfortable patient care environment possible.

We look forward to continuing to accept your referrals. Please note the following with regard to the way referrals will be scheduled and managed during the early phases of reopening:

* In light of the patient care delays caused by the COVID-19 situation, we will make it a top priority to follow up on those services that had to be delayed.
* We will make every effort to prioritize any delayed services based upon urgency.
* Where a service has not been deemed urgent/emergent, we may not be able to schedule it in the earliest phases of our reopening. However, those services will be scheduled at the earliest possible opportunity.
* If you are sending a new referral for a patient who needs an urgent/emergent service, we kindly request that you indicate this in the email or on the referral. Urgent/emergent services will be processed promptly and scheduled as soon as we can.

Referrals can continue to be sent to our SODReferrals@hsc.wvu.edu email address or faxed to (304) 293-7646. If you have any questions or concerns, please do not hesitate to reach out to us at (304) 293-4165.

Thank you for your patience and understanding. We appreciate your referrals and look forward to returning to normal operations as soon as possible.