September 29, 2020

Patient Name

Address line 1

Address line 2

Dear \_\_\_\_\_\_\_\_,

We would like to extend a warm welcome to you and your family from the staff of the **COVID-19 Virtual Monitoring Program**. We know how stressful this time can be for you and we want you to know that we are eager to work with you and your personal physician to help you recover from this illness.

The **COVID-19 Virtual Monitoring Program is** sponsored by Hawai‘i Health Partners, an association of independent doctors and those belonging to Hawai‘i Pacific Health at Kapi‘olani Medical Center for Women & Children, Straub Medical Center, Pali Momi Medical Center, and Wilcox Medical Center. There is no charge for our care. We assist you and your family through education, communication, monitoring, and support.

**How does the COVID-19 Virtual Monitoring Program work?**

Our staff will help you develop the most efficient way to keep track of your daily health. This may involve routine phone calls, video consultations, home visits, or the smart phone through the “Care Companion” app. This is a feature of the MyChart medical records system we encourage everyone to use. It includes up-to-the-minute information that allows your doctor to give you the best advice about staying comfortable and when to seek in-person attention at one of our Respiratory Evaluation Clinics or Emergency Rooms.

**Your safety is our primary concern.**

While most people with COVID-19 do not become seriously ill, those who do often need hospital care. By monitoring your symptoms and vital signs closely, we can help you get the care you need quickly, before your illness becomes critical.

**We ask you to be responsible for the safety of your family and the community**

You are now under “quarantine” or “self-isolation.” Read the enclosed materials about how to protect others. This is your solemn and moral duty. It is also the law.

**This “COVID-19 Care Package” has important things for you and your family to read.** There is also a notebook, some hand sanitizer, and a couple of masks. It also comes with our assurance that we can do everything in our power to help you through this.

**Questions?**

Call your personal physician or the **COVID-19 Virtual Monitoring Program** at

(808) 462-5430 [option 5].

Aloha,

From the **CVMP TEAM**