Dear Veteran:

It’s our pleasure to welcome you back to the XX VA Medical Center and our Community Based Outpatient Clinics (CBOC).

We want to help you prepare for some changes for your next visit. Because your safety is our priority, we’ll continue to follow coronavirus guidelines from VHA and the Centers for Disease Control (CDC).

These include:

* Changes to ensure physical distancing in our waiting rooms
* Specific hygiene practices
* Continuous cleaning and disinfection
* New safety procedures for everyone entering our facilities

Our policy on visitors may change as the situation evolves. We appreciate your support, patience, and understanding as we work to protect you, other Veterans, and our staff.

**More about our new COVID-19 safety procedures**

For appointments at the XX campus or our CBOCs, we’ll ask you to use our new COVID-19 screening tool and wear a cloth face covering.

* **Screening tool:** When you arrive, or shortly before, please go to <https://www.va.gov/covid19screen> and answer the self-screening questions. The screening should take less than a minute to complete.

Share your screening results with the staff member at the facility entrance. The staff member will help direct you to your appointment or to get more screening, if needed.

* **Face coverings:** We require everyone entering our facilities to wear a cloth face covering. Please bring your own if you can. If you can’t, we’ll provide you with one.  
    
  If you wear an oxygen mask, you don’t need to wear a face covering. We’ll work with you to keep you and others safe. We may ask you to wait in a designated space until your appointment time. If you can’t wear a face covering for a previously diagnosed clinical reason or if you have other concerns, please call your care team to talk about options for getting care by phone or video.

To learn more about COVID-19, prevention steps, guidance for high-risk groups, travelers, and more, [visit the CDC website](https://www.cdc.gov/coronavirus/2019-ncov/index.html).