



## Dear Saint Luke's Community of Patients, Neighbors and Friends,

In these chaotic and confusing times, we all need the security of knowing help is nearby, ready, and waiting. With that in mind, I want to take a moment to assure you that Saint Luke's is here, and we will continue to be throughout the entirety of this COVID-19 pandemic.

Born in the aftermath of the Civil War, our Saint Luke's team has provided exceptional care to this region for more than a century. We took care of the home front during two world wars, and we cared for this city through the Spanish Flu pandemic of 1918. Saint Luke's has been here before and we're here now—nearby, ready, and waiting.

Today, we've grown far beyond one hospital at the heart of the city. Our expansive system of 18 hospitals and campuses serves the residents of the metro and nearby rural communities on both sides of the state line. We know these communities—large and small—because we are a part of them. And each team is ready and committed to providing care for them through this crisis.

Since the day we formed our incident command center to manage the oncoming crisis of COVID-19, I have been constantly impressed by and proud of this Saint Luke's team of professionals—from the heroic health care providers who are putting themselves at risk in order to care for others, to the strategic minds who are solving complex logistical and operations puzzles on a daily or even hourly basis, to thousands more behind the scenes, helping in thousands of different ways.

We do this for you and your family, for your neighbors and friends. For all of us.

In times of crisis, so many find comfort in the words of the immortal Mr. Fred Rogers, who encouraged us all to "Look for the helpers." I hope you do. Because that's where you will find hope for better days to come. It's where you will find reassurance in the heroic kindness of others. It's where you will find this Saint Luke's team.

Stay home and stay safe,



A handwritten signature in black ink, appearing to read "M. Estes".

**Melinda L. Estes, MD**  
President & CEO, Saint Luke's Health System