



March 7, 2018

Dear Community Member,

Over the weekend, an unexpected temperature fluctuation occurred at our tissue storage bank, where frozen eggs and embryos are stored. We are investigating all of the facts to better understand the cause of this issue.

If you have been a patient of the UH Fertility Clinic we know you will have questions. We have set up a special dedicated telephone line for patients of the UH Fertility Clinic to call: (216) 286-9740, between the hours of 7 a.m. to 8 p.m., Monday through Friday and 8 a.m. to 1 p.m. on Saturday. We will strive to answer all UH Fertility Clinic patient questions.

We know the community trusts UH for its care and we are sorry that this has happened in any part of our health system.

Sincerely,

University Hospitals Cleveland Medical Center

A handwritten signature in blue ink that reads 'Patricia DePompei'.

Patricia DePompei
President, UH MacDonald Women's Hospital
President, UH Rainbow Babies & Children's Hospital