

Your Letterhead or email template

Re: (Practice Name) response to COVID-19

Dear Valued Patient:

Thank you allowing our team at (Practice) to manage your health. We are honored to have your trust.

As always, your safety and health are our primary concern. Rest assured, we are aggressive in disinfecting and complying with the Center of Disease Control (CDC) recommendations in response to COVID-19.

We ask for your help to create a safe and comfortable patient experience.

1: We will be asking screening questions when appointments are made. These questions will be similar, but not limited to:

- Have you been out of the country in the last 30 days?
- Have you exhibited a fever, cough, shortness of breath, or any flu like symptoms in the past two weeks?

If the answers to these are “yes,” we will re-direct patients to a testing facility or Primary Care Physician.

2: If you bring a guest to your appointment, please ask them to wait for you in a vehicle while you are in the appointment, unless absolutely necessary. Our goal is to keep the waiting room moving quickly and reduce the number of people in the waiting room, to comply with the CDC recommended guidelines for social distancing.

3: We encourage you to continue to maintain your treatment plan. However, should you decide to cancel an appointment, please provide 48 hours notice.

**We are aggressively pursuing the following workflow options:**

- We will be experimenting with allowing for you to check in from your vehicle. In this case, we would work with you to collect your financial responsibility with a credit card/debit card over the phone and alert you with 5-8 minutes notice of when a provider may be ready. If we are able to successfully implement this solution, we'll escort you directly into an exam room and bypass the waiting area all together. Again, we will be experimenting with this and ask for your patience. Our team will notify you if this process is implemented.
- We may be introducing telemedicine opportunities for eligible appointments. Our team will notify you if this process is implemented.

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Our team is dedicated to your health and is committed to providing a safe environment. Thank you for recognizing the importance of their roles.

We look forward to continuing to improve your quality of life and the health of our community.

Thank you for your patience, respect and cooperation.

Sincerely,

Physician Name