



External Communication to Patients on COVID 19 – Sample Template 1

To our valued patients,

As the team at _____ watches the Coronavirus developments, we know that this topic is foremost on your mind as well. We continue to follow the recommendations as established by the **CDC** and the _____ **Department of Health**. The main questions patients have are: 1) Do I have the virus? 2) If I might have the virus, what do I do?

First and foremost, we implore you keep informed of the updates posted by the below agencies as they will always have the most up to date and reliable information:

- The Centers for Disease Control (<https://www.cdc.gov/coronavirus/2019-nCoV/>) and <https://www.cdc.gov/coronavirus/2019-ncov/community/home/index.html>

IF YOU ARE EXPERIENCING SEVERE SHORTNESS OF BREATH, CHEST PAIN OR ANY OTHER SYMPTOM THAT YOU MAY BELIEVE IS LIFE THREATENING – STOP NOW AND CALL 911

For someone who has respiratory symptoms and can care for themselves in the home, it is no longer recommended they be tested for the novel coronavirus. It is possible you have coronavirus, given it is widespread in our community. As you may have heard, most cases are mild and do not require medical treatment other than over the counter cold medications. Isolate yourself for 10 days from start of symptoms and until you are symptom free.

We are not testing for Coronavirus in our clinic at this time. If you need additional information or advice, contact us via our website _____ or our phone _____.

List plan of action (see example below)

In an effort to keep our patients healthy, we will be seeing well visits and well patient follow ups in the morning hours only. All sick patient will be seen in the afternoon hours. We will continue to adhere to disinfection protocols to promote a healthy atmosphere.

Thank You and Stay Healthy!



External Communication to Patients on COVID 19 – Sample Template 2

Dear Patient Families,

We wanted to update you on recent steps we've taken in response to the continually evolving Coronavirus (COVID-19) pandemic:

We are now asking screening questions prior to your scheduled appointment. If you or anyone in your immediate family answers "yes" to any of the following questions, we are asking that you reschedule your appointment:

- Do you or anyone in your immediate family have a fever of 100.4 or greater?
- Do you or anyone in your immediate family have a respiratory infection, cough, or shortness of breath?
- Have you or anyone in your immediate family had contact with a confirmed case of COVID-19?
- Have you or anyone in your immediate family traveled to a high impact area in the last 2 weeks?

We are limiting the number of patients scheduled each day in our offices so that we can allow for social distancing space between patient families. Thank you for your understanding if we may need to adjust your appointment time to allow for this spacing.

We implore you keep informed of the updates posted by the below agencies as they will always have the most up to date and reliable information:

- The Centers for Disease Control (<https://www.cdc.gov/coronavirus/2019-nCoV/>) and <https://www.cdc.gov/coronavirus/2019-ncov/community/home/index.html>

IF YOU ARE EXPERIENCING SEVERE SHORTNESS OF BREATH, CHEST PAIN OR ANY OTHER SYMPTOM THAT YOU MAY BELIEVE IS LIFE THREATENING – *STOP NOW AND CALL 911*

We have enacted even more frequent cleaning and disinfecting standards throughout our office, above and beyond normal OSHA standards.

Please don't hesitate to reach out if you have any questions.

Thanks,