Dear [Patient],

Now, more than ever, it is important to care for your health and well-being, and regular medical care is essential to maintaining good health. Our office will be open and accepting appointments again on [DATE] / OR We want to remind all of our patients that we are still scheduling appointments.

As we re-open/resume medical care in our office, your health is our top priority. We want to help you access, and not delay, the care you need. It is more important than ever to take care of chronic conditions such as diabetes, high blood pressure, heart disease, and lung disease. Cancer screening and immunizations are also important to your continued health. Some routine care may be able to wait, but other issues should be addressed quickly.

Our staff will reach out to patients whose appointments were canceled, asking them to re-schedule care/ OR Please contact us [provide a contact phone/e-mail/patient portal link] to see if you should schedule an appointment at this time.

[Name of your clinical practice] is doing all we can to keep our patients and staff safe and healthy. If we decide that your care needs can be met by a telemedicine visit instead of an in-person office visit, we will provide a telemedicine appointment. We will make this decision with you during our tele-triage process.

It is natural to feel anxious about visiting our office in person also being advised to physically distance to prevent infection. To reassure you, here are some of the changes we are making to minimize any potential risk of virus transmission:

* Early morning and evening appointments for older and vulnerable patients.
* A “no-touch” registration option via your mobile phone.
* Less waiting time. Our office will send you a text alert when it’s your turn to come back, so you can wait for your appointment in your car or outside of the building
* Our waiting room has been reconfigured to have chairs spaced apart, Plexiglas shields, and no shared reading material.
* Separate time and space for those experiencing COVID-related symptoms or other respiratory complaints.
* Care staff will wear full PPE (personal protective equipment) and are being regularly screened for symptoms of COVID-19.
* Requiring patients to wear masks at all times. We can provide you with a mask if you do not have your own.
* Requiring patients to have temperature checks and answer questions about symptoms prior to appointments.
* Office procedures that will limit the number of staff you interact with.
* Patient exam room changes that reduce unnecessary contact with in-room surfaces.
* Careful cleaning and disinfecting protocols between patients for all equipment that is used.
* Pre-visit lab testing, to make virtual or live visits more productive and cut down on the need for follow-up communication.
* Asking that you limit companions to individuals whose participation in the appointment is necessary based on your situation.

We understand that COVID-19 and our related policies present challenges to some of you. If you have concerns regarding companion care or transportation needs, please reach out to us. We are ready to problem solve with you. Please call the office first before going to the Emergency Room or calling 911, unless you are having a life-threatening emergency.

Our care team is committed to providing you with the same excellent care you’ve come to know and trust. Your visit to our office may be slightly different under today’s circumstances, but what hasn’t changed is our commitment to delivering safe care, when and where you need it most. We thank you for your patience, support, and cooperation as we work together to continue our care for your health and well-being, and for the health of our community.

***If you have any questions or concerns, please reach out to [contact information].***

Sincerely,

Office Manager

[Name of Medical Practice]