

<insert date>

Dear Valued \_\_\_\_\_ Patient,

As your health care partner, we are here to serve you through the Coronavirus outbreak. Understandably, you may be concerned about visiting an office, so we want to let you know what measures we have implemented to ensure your health and safety.

Our offices are open and we are able to see you, either in-person or by phone. From serious conditions to general aches and pains, we know that your health care needs don't stop. It is important that you get the care you need. Contact us to schedule or reschedule an appointment.

Our offices have initiated standard procedures to ensure your safety:

- Safe screening practices for all patients and families prior to an in-person office visit
- Able to reschedule previously postponed appointments and procedures
- Enhanced office cleaning and personal protection procedures
- Social distancing measures at check-in, checkout and in our waiting rooms
- Safe provision of any COVID-related care in a separate and isolated area away from other patients and their families
- Encouraging the use of surgical masks or face coverings by patients, staff, and providers while in our office or waiting area

Many appointments can be conducted by telehealth - that is, by video or by a regular telephone call. These visits are secure and confidential. Telehealth visits are encouraged for patients with flu-like symptoms or those who prefer to not visit a doctor's office during this time. You can use your smartphone, a computer with a webcam, or just talk to us by telephone. Call our office to discuss telehealth options.

If you or a family member experiences a medical emergency, remember that your local hospital is ready to care for you. Call 911 if you are having a medical emergency.

We want you and your family to be well and safe. We look forward to working with you to address all your medical needs.

If you need an appointment, please call our office at \_\_\_\_\_ or visit us online at \_\_\_\_\_.

Thank you for continuing to trust \_\_\_\_\_ for your health care needs.

Sincerely,

<Insert signature>