



STRONGER THAN EVER

WE ARE COMMITTED TO KEEPING YOU HEALTHY AND SAFE

EMAIL TEMPLATE - REOPENING

Dear [PATIENT NAME],

We hope you and your family remain safe and healthy amidst the COVID-19 pandemic. After taking the necessary precautions, we are thrilled to share some positive news!

[PRACTICE NAME] will be [RETURNING TO NORMAL HOURS OR REOPENING BUSINESS] effective [INSERT DATE].

As we begin to see more patients, we are implementing extra precautionary measures within our practice to keep everyone as healthy and safe as possible.

If you have any questions or concerns, please feel free to contact us at [PREFERRED CONTACT METHOD AND INFORMATION].

Thank you for your continued support of [PRACTICE NAME].

Sincerely,
[DOCTORS/STAFF AT PRACTICE NAME]

EMAIL TEMPLATE - APPT REMINDER

Dear [PATIENT NAME],

After taking the necessary precautions for COVID-19, we are now resuming appointments with additional precautionary measures to keep everyone as healthy and safe as possible.

Your [TYPE OF VISIT] appointment [IS ON / HAS BEEN RE-SCHEDULED FOR]: [INSERT APPOINTMENT INFORMATION]

We ask that you do not bring any extra people along to your appointment. If you are feeling ill or experiencing any symptoms, please DO NOT come to the office, and call us to reschedule.

If you have any questions or concerns, please contact us at [PREFERRED CONTACT METHOD AND INFORMATION].

Sincerely,
[DOCTORS/STAFF AT PRACTICE NAME]

EMAIL TEMPLATE - REPLY

Dear [PATIENT NAME],

Thank you for contacting us. Some of the additional steps we are taking to ensure patient and staff safety include:

- Additional sanitization and cleaning in our office and between patients.
- Social distancing in the office, including avoiding any unnecessary contact between staff and patients.
- Staff and patient safety precautions including frequent hand washing, masks, and other steps as necessary.
- No-penalty cancellation and/or rescheduling of appointments if you are ill or feel unable to safely come to your appointment.

If you have any other questions, please contact us at [PREFERRED CONTACT METHOD AND INFORMATION].

Sincerely,
[DOCTORS/STAFF AT PRACTICE NAME]



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PHONE SCRIPT - APPT REMINDER

Hello, this is [NAME] calling from [PRACTICE NAME / DR. XYZ'S OFFICE] to remind [PATIENT NAME] of their rescheduled/scheduled [TYPE OF VISIT] appointment.

The appointment is currently scheduled for [APPOINTMENT INFORMATION].

[OPTIONAL: if that date/time does not work, take the time to reschedule here, or if leaving a message tell them how to confirm or re-schedule.]

Due to newly implemented precautions in our office, we ask that you do not bring any extra people along with you to your appointment.

If you are feeling ill, or experiencing any symptoms, please do not come into the office, and call us as soon as you are able to notify us. *[If you had a late cancellation policy, consider removing it and letting patients know you will not be penalizing patients for late cancellations.]*

[PERSONAL CLOSING].

SOCIAL MEDIA POST 1

[PRACTICE NAME] is taking extra precautions to keep our patients and staff healthy as we begin seeing patients on a regular schedule again. As a reminder, please contact us at [PREFERRED CONTACT METHOD AND INFORMATION] to reschedule your appointment if you're feeling ill or experiencing any symptoms!

SOCIAL MEDIA POST 2

We will be [RETURNING TO NORMAL HOURS OR REOPENING BUSINESS] on [INSERT DATE AND TIME]. It is a priority at [PRACTICE NAME] to keep our patients and staff healthy and safe, so please be aware we will have many newly implemented office procedures to ensure we do so. We're excited to see you at your next appointment!

SUGGESTED IMAGE

We're open sign or your office building.



SUGGESTED IMAGE

Photo of your team.

