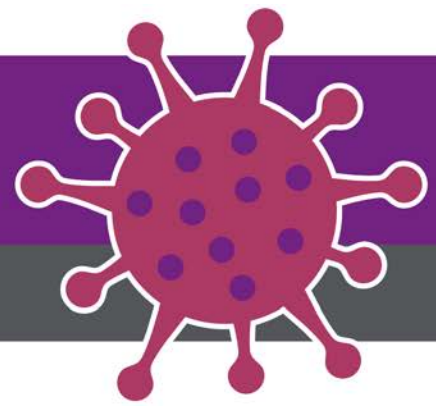


# CORONAVIRUS DISEASE (COVID-19)

## Front Desk Emergence Script for Speaking to Patients



**Audience:** Patients

**Revision Date:** 6/19/2020

**Version:** Version #1

## Front Desk Script for Speaking to Patients Regarding Appointments and Re-Opening of Services

Hello, welcome.

### Speaking to Patient Regarding Chronic Illness Care

It's important you continue to see your doctor for any illnesses on a regular schedule that you were on prior to COVID-19. We have taken many steps to ensure your safety when coming to visit us today:

- We are requiring temperature and symptom screenings of all patients, colleagues, physicians and visitors.
- We provide and require masks to be worn by everyone throughout our facilities.
- We follow the CDC's standards for cleaning - with more cleaning and special attention to surfaces that are frequently touched, like doorknobs and flat surfaces.
- *(If office is located in the hospital)* Designated COVID-Free Zones which are areas where we provide care only for people not known to have COVID-19 or COVID symptoms

### Speaking to Patient Regarding Post-Op Appointment

It's important that you see your doctor for any post-op appointments to ensure you continue a quick and smooth recovery. We have taken many steps to make sure the office is safe for you during an appointment, including:

- We are requiring temperature and symptom screenings of all patients, colleagues, physicians and visitors.
- We provide and require masks to be worn by everyone throughout our facilities.
- We follow the CDC's standards for cleaning - with more cleaning and special attention to surfaces that are frequently touched, like doorknobs and flat surfaces.
- *(If office is located in the hospital)* Designated COVID-Free Zones which are areas where we provide care only for people not known to have COVID-19 or COVID symptoms

### Speaking to Patient Regarding Upcoming Appointment

It's important to keep your upcoming appointment. We have taken many steps to make sure the office is safe for you during your appointment, including:

- We are requiring temperature and symptom screenings of all patients, colleagues, physicians and visitors.
- We provide and require masks to be worn by everyone throughout our facilities.
- We follow the CDC's standards for cleaning - with more cleaning and special attention to surfaces that are frequently touched, like doorknobs and flat surfaces.

- *(If office is located in the hospital)* Designated COVID-Free Zones which are areas where we provide care only for people not known to have COVID-19 or COVID symptoms

#### Speaking to Patient Regarding Annual Physical

It's important you continue to see your doctor for acute care on the regular schedule that you were on prior to COVID-19. If you would prefer, many of our providers offer telehealth services for routine check-ups and similar non-emergent care visits.

#### Speaking to Patient Regarding Wellness Check Appointment

It is very important to keep your children's vaccinations up to date. We have taken many steps to make sure the office is safe for you and your family during your appointment, including:

- We are requiring temperature and symptom screenings of all patients, colleagues, physicians and visitors.
- We provide and require masks to be worn by everyone throughout our facilities.
- We follow the CDC's standards for cleaning - with more cleaning and special attention to surfaces that are frequently touched, like doorknobs and flat surfaces.
- *(If office is located in the hospital)* Designated COVID-Free Zones which are areas where we provide care only for people not known to have COVID-19 or COVID symptoms

#### Speaking to Patient Regarding Acute Care Visit

If you are feeling sick, we want to make sure you do not postpone care that you need to get healthy and stay well. We have taken many steps to make sure the office is safe for you during your appointment, including:

- We have designated "COVID-free" zones to minimize any risk of infection.
- We are requiring temperature and symptom screenings of all patients, colleagues, physicians and visitors.
- We provide and require masks to be worn by everyone throughout our facilities.
- We follow the CDC's standards for cleaning - with more cleaning and special attention to surfaces that are frequently touched, like doorknobs and flat surfaces.
- *(If office is located in the hospital)* Designated COVID-Free Zones which are areas where we provide care only for people not known to have COVID-19 or COVID symptoms

#### Speaking to a Patient Regarding Scheduling Surgery

We are prepared to provide safe care for your upcoming surgery/procedure.

Safety is our top priority. [INSERT HOSPITAL] is maintaining a safe environment for our patients with the following precautions:

- We have designated COVID-Free Zones which are areas where we provide care only for people not known to have COVID-19 or COVID symptoms
- We are requiring temperature and symptom screenings of all patients, colleagues, physicians and visitors.
- We provide and require masks to be worn by everyone throughout our facilities.
- We follow the CDC's standards for cleaning - with more cleaning and special attention to surfaces that are frequently touched, like doorknobs and flat surfaces.

Before your surgery/procedure, you will receive a COVID-19 test within 24 hours before overnight procedure or surgery, and within 48 hours prior to same day procedure or surgery. If positive, the surgery/procedure will be postponed. At the time of a negative test result, the procedure will continue as planned in a COVID-Free Zone which are areas where we provide care only for people not known to have COVID-19 or COVID symptoms

We remain closed to visitors, with the exception of compassionate visits. Compassionate visits include our labor and delivery units, hospice care, pediatric care, and companions for outpatient surgeries and procedures. Compassionate visits are limited to one visitor age 18 or older, per patient at a time.

Speaking to a Patient Who Is Worried about Receiving Care During Pandemic

You may be afraid any time you need to visit a hospital or receive medical care, and we understand this is a more concerning time than usual. We are here for you and are committed to keeping you safe while you get the medical care you need.