

**CO**RONA**VI**RUS **D**ISEASE 2019   
(COVID-19)

**Visitor Restrictions – Reinstatement of Restrictions Email Templates**

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| **Audience:** Health Ministry Communications Colleagues |
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| **COVID-19 Response Team Owner:** Clinical and Operations |
| **Date of Last Review:** 11/10/20 |

Colleague Email Template: Visitor Restrictions

Below is template language you may use to inform colleagues of visitor restriction changes when a surge is experienced. Please replace all highlighted text to your Health Ministry’s information as applicable.

***Sent to all [HM] colleagues on behalf of [President, CMO, and CNO]***

Dear Colleagues,

As COVID-19 cases continue to rise, we want to assure you that we can manage this current surge. Thanks to increased testing, we know the virus is spreading, not slowing down. As of [DATE], the [**positivity rate**](https://covidactnow.org/us/michigan-mi?s=1284306) in the State of [STATE] stands at [PERCENTAGE] with [COUNTY] [much higher/lower] at [PERCENTAGE].  The number of hospitalizations has spiked as a result of the increase in cases, but we are well-equipped to keep our colleagues and patients safe with early treatment interventions and sufficient PPE.   
  
Due to the spike in [LOCATION/STATE/COUNTY] cases, **we will be implementing a temporary no visitor policy [LINK TEXT TO POLICY] at [DATE/TIME]** for [MINISTRY/MINISTRIES] locations out of an abundance of caution and to help protect our colleagues and patients. This policy change will be shared on our website and via social media, so our community members are aware.

We are continuing to safely care for patients - both those with COVID-19 and those with other urgent, emergent medical or surgical needs. With the higher positivity rate in [LOCATION], we have begun to postpone some less serious care. However, we are urging our community members to receive needed medical care. Patients in our network will receive an email message soon outlining the best and most appropriate ways in which to seek care in [LOCATION] and throughout [REGION].

**[REPLACE NEXT PARAGRAPH WITH LOCAL INFORMATION. THIS IS AN EXAMPLE FROM MERCY HEALTH]**

**We will ask patients to review** [**this guide**](https://communications.trinity-health.org/PoliteMail/default.aspx?page=94WCP92kTUG0Ug6YWIluBQ&ref_id=tb49WWSN1UykCZmEo3Pspg) **and short** [**video**](https://communications.trinity-health.org/PoliteMail/default.aspx?page=jLnK1UDu0U-AAdkckfFpSQ&ref_id=tb49WWSN1UykCZmEo3Pspg) to help determine if they should come to the ER, visit an Urgent Care, or speak with their primary care physician, while also promoting our [**Virtual Care**](https://communications.trinity-health.org/PoliteMail/default.aspx?page=9ZOMluf35EuwMxZRrUsWlw&ref_id=tb49WWSN1UykCZmEo3Pspg) options available for patients to connect with a provider anytime from anywhere.

Referring patients to these care options should help keep non-emergent cases out of the ER. We are also exploring other opportunities to maximize capacity, protect our colleagues and provide safe care. If you have ideas on how to better accomplish these goals, please do not hesitate to reach out us.

It's more important than ever to be vigilant. Help protect yourself and others from the virus:

* Wash your hands often
* Practice social distancing
* Always wear a mask while at work and in public settings (besides when eating/drinking)
* Cough and sneeze into your elbow
* Clean and disinfect frequently touched surfaces daily
* Monitor your health - be alert for symptoms and stay home if you are ill

We know you are all working hard to do your part in following these precautions. Your resiliency and positivity are impressive, and we thank you for your continued partnership as we work together to help stop the spread of COVID-19.

Sincerely,  
  
**[PRESIDENT]**  
[EMAIL]

**[CHIEF MEDICAL OFFICER]**  
[EMAIL] 

**[CHIEF NURSING OFFICER]**  
[EMAIL]