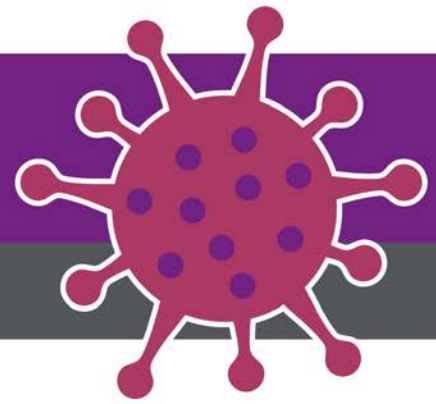


# CORONAVIRUS DISEASE (COVID-19)

## Emergence Script: Provider to Patient



**Audience:** Patients

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

**Version:** Version #1

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

#### Call to Patient Regarding Chronic Illness Care

I'm calling to see how you are doing during the COVID-19 pandemic, and make sure you are taking care of yourself. You were due for a [INSERT CONDITION] check-up several months ago and it is important you come in soon. I want to ensure that your [INSERT CONDITION] is under control. Rest assured, our office is safe. We have taken many steps to make sure you will be safe during your appointment, including:

- We are requiring mandatory temperature and symptom screenings for patients, visitors and staff upon entrance
- We are requiring masks be worn by our staff and visitors
- 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

#### Call to Patient Regarding Post-Op Appointment

I'm calling to see how you are doing since your last post-op appointment. It is important that I see you soon to ensure you continue a quick and smooth recovery. Rest assured, our office is safe. We have taken many steps to make sure you will be safe during your appointment, including:

- Requiring mandatory temperature and symptom screenings for patients, visitors and colleagues upon entrance
- Requiring masks be worn by our staff and visitors
- 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

#### Call to Patient Regarding Upcoming Appointment

I'm calling because I see you have an upcoming appointment. Rest assured, our office is safe. We have taken many steps to make sure you will be safe during your appointment, including:

- Requiring mandatory temperature and symptom screenings for patients, visitors and colleagues upon entrance
- Requiring masks be worn by our staff and visitors
- 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

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- *(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

#### Call to Patient Regarding **CHILD** Wellness Check Appointment

I'm calling because it is important that I see your child for their wellness check appointment. It is very important to keep children up-to-date on their vaccinations. Rest assured, our office is safe. We have taken many steps to make sure you are safe during your appointment, including:

- Requiring mandatory temperature and symptom screenings for patients, visitors and colleagues upon entrance
- Requiring masks be worn by our staff and visitors
- 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

#### Call to Patient Regarding Scheduling/Rescheduling Surgery

I'm calling to see how you are doing, and make sure you are taking care of yourself. Now that we have seen the positive impacts of social distancing, we have made the decision to resume select surgeries and procedures. At this time, I would like to go ahead with rescheduling/scheduling your [INSERT SURGERY].

Safety is our top priority. When you arrive, you will see we have new safety protocols including:

- Designated COVID-Free Zones which are areas where we provide care only for people not known to have COVID-19 or COVID symptoms
- Requiring masks be worn by our staff and visitors
- 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
- Requiring mandatory temperature and symptom screenings of patients, visitors and colleagues when they arrive

Patients undergoing an elective surgery or procedure requiring an overnight stay will be tested for COVID-19 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 are also continuing visitor restrictions. One adult, age 18 or older, can come with you for your visit, provided the visitor meets screening criteria.