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## Communication template to patients on COVID-19

Dear patients and families,

We are committed to protecting the safety of our patients, staff, and the general public while maintaining high-quality care at our clinic and would like to update you on recent steps that we have implemented in response to the Coronavirus (COVID-19) outbreak.

1. We are asking screening questions prior to your scheduled appointment and if you or anyone in your family meets certain criteria, we will reschedule your appointment to a later date.
2. We have a visit restriction in place. To protect you, other patients, and their families, no significant others, children or other family, or friends will be permitted in the office during your visit, unless necessary (e.g., a support person or supported decision maker for patients with disabilities who require assistance). We also request you wear a cloth mask during your visit, as recommended by the CDC.

As a reminder, the best prevention you can take is to follow the state guidance currently in place. If you go out, remember to practice social distancing and frequently wash your hands or use alcohol-based hand sanitizer. Please contact your primary care physician or [ ] County Department of Public Health's main line at [ ], if you are experiencing symptoms and think you need to be tested.

We thank you for your understanding if we may need to reschedule your appointment in accordance with the recommendations set forth by different agencies. For more information, please visit the Centers for Disease Control, World Health Organization, or [ ] County Department of Public Health websites.

Sincerely,

[ ]

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