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Sample script for rescheduling at-risk patients

To the Patient:

Out of an abundance of caution and in response to the COVID-19 pandemic we are screening patients based on the urgency and acuity of your need for a face-to-face encounter. If your care is deemed a non-essential health care service, your appointment will be rescheduled to a safer time or you will be offered teledermatology service using your computer or smartphone.

If you will be coming to the office due to the essential or urgent nature of your skin condition, please make sure to wear a cloth mask. Due to the necessity of social distancing, we are asking that patients wait in their car after checking in with the front desk. We will call or text your cell phone when the clinic is ready to receive you [In locations where this is a practical option]. If you are accompanied by a companion(s), we suggest that they wait in the car for the duration of the visit.

If you develop flu-like symptoms such as cough, fever, runny nose, nausea, diarrhea, shortness of breath and/or new loss of taste or smell contact your primary care doctor for management and reschedule your appointment with our office to a later date.

These steps protect you, your companion(s), and our clinic staff. Thank you for your cooperation during this challenging time.

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