

SAMPLE SCRIPT: Website / Email Messaging
Target Patients: All patients
Target Staff: All Staff

Your safety is our priority!

In our efforts to limit the spread of COVID-19, and while continuing to meet the needs of our patients and community, we are transforming how we deliver care. At the present time, most care will be delivered virtually.

If you are concerned about symptoms you think may be COVID-19, we encourage you to visit CDC's Self-Check @ <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>.

Our health center team is bringing care to you!

If you have a scheduled appointment: Our staff will be reaching out to patients with scheduled appointments to provide information on how these will be conducted virtually.

If you have a health care question or think you may need to be seen: Call us @ xxx-xxx-xxxx. Your call will be directed to a:

- scheduling staff to make a virtual appointment* for you
- nurse or team member who can provide support in planning or coordinating your care
- provider who can respond to your request or medical need

Requests can also be submitted via the online portal [insert instructions]

*In-person visits are available on a limited basis for: immunizations for children under 2 years of age, pregnant/post-partum women with complications [enter additional examples]

If you are unsure whether you need more immediate care, your call will be directed to our triage nurses for further consideration. **You can reach our 24/7 nurse triage line @ xxx-xxx-xxxx.**

[consider adding capability for patients to book appointments on-line]