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## PATIENT REACH-OUT

- Adapted from Doctors of BC Messaging –

### **MOA Calls to Patients – Script**

Hi, this is [insert name] from [insert name]'s office.

I'm calling to let you know that during the Covid-19 pandemic, [insert name] is doing visits by telephone and video conference to keep you and the doctor/NP safe.

We've found that virtual care is working for many of our patients as the doctor (or NP) can treat most conditions and fill prescriptions for you.

If you do need an appointment, contact us at [insert phone number] and I will walk you through the steps to connect by telephone/video.

I also want to ask if you would be comfortable sharing your e-mail with us for our files? This way we can reach out to you by e-mail with future updates on how we can provide you with care in these challenging times.

Thank you and take care.

### **Physician Email to Patients – Template**

Dear patients,

I am writing to let you know that I have made changes to the way I see patients in order to keep us all safe from transmission of COVID-19.

Like many healthcare providers around the province, I have transitioned to a virtual care practice—this means I am able to connect with you using telephone and video conference. Virtual care enables doctors to assess and treat patients and (if necessary) prescribe medication. It is also safe and easy to use. If you do need an in-person visit, we can arrange that too in a way that will be safe.

It is important during this challenging time that we continue to address your medical issues, especially if you have ongoing health conditions.

Booking an appointment is easy, and my staff will walk you through this process every step of the way. Call our office at {xxx}.

For more information on what virtual care means for patients, check out this [patient Q and A](#).

Thank you.