

**CO**RONA**VI**RUS **D**ISEASE   
(COVID-19)

**Template Letter to Patients: Keeping you safe while you get the medical care you need**

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| **Audience:** Patients |
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Keeping you safe while you get the medical care you need: Letter to Patients

Dear {First Name},

[Hospital Name] continues to be a compassionate and transforming healing presence within our communities, which is needed more now than ever before. We want to make sure you do not postpone care that you need to get healthy and stay well. [Hospital Name] will resume select surgeries to provide clinically necessary care to our patients.

We are contacting you to reschedule your appointment for [insert service or procedure]. We want you to know that safety is one of our core values and a top priority. [Hospital Name] has the necessary personal protective equipment (PPE), COVID-Free Zones (areas where we provide care only for people not known to have COVID-19 or COVID-19 symptoms), as well as screening and testing in place.

We are here for you and are committed to keeping you safe while you get the medical care you need. That's why:

* Patients scheduled for elective procedures requiring an overnight stay will receive a COVID-19 test within 24 hours before overnight procedure or surgery, and within 48 hours prior to same day procedure or surgery.
* If a patient tests positive, the procedure will be postponed until a negative result is obtained
* At the time of a negative test result, the procedure will continue as planned in the COVID-Free Zone.

You can trust that [Hospital Name] is prepared to provide safe care for inpatient and outpatient surgeries, procedures and physician visits.

To schedule your surgery or procedure in a COVID-Free Zone please call [Hospital Contact Number].

Sincerely,