

CORONAVIRUS DISEASE 2019 (COVID-19)



Patient Email – Updated Safety Requirements



Audience: Patients

Revision Date: 10/10/22

Version: #1

COVID-19 Response Team Owner: Communications

Date of Last Review: 10/10/22



For Marketing and Communications:

Updated Safety Requirements – Patient Email

RHM: ALL

Email Subject: What to Expect When You Visit <RHM>

Email Pre-header: We've updated our safety requirements

Content Block	Content	Image
 <p>1080 x 600</p> <p>Email Template Title. And Another Line of Text.</p>	<p>Header: Here's what you can expect the next time you visit <RHM name></p>	
<p>Subtitle here - with more info summed up.</p> <p><small>This text box can be as verbose or concise as you wish. It can also be deleted if it's something you decide you don't want to use.</small></p> <p><small>You don't have to use every layout in this email! You can choose what sections suit your content the best! We have given you many choices that have been pre-formatted, so that you can have confidence that they will render correctly across multiple platforms.</small></p> 	<p>Header: Updated Safety Requirements</p> <p>Text: <RHM> has updated safety guidance for all visitors, patients and colleagues. Know what to expect next time you visit.</p> <p>CTA Text: Learn More CTA Link: Link to visitor policy or COVID-19 information page</p>	

Updated Safety Guidance at <RHM>

Your safety is a top priority for <RHM>. We continue to follow Centers for Disease Control and Prevention (CDC) and other public health authority guidance for safety requirements in our locations. We updated our requirements to follow the CDC's recently updated guidelines, which are based on how many COVID-19 cases are spreading in our community.

Here are highlights so you know what to expect the next time you visit <RHM>:

- **Masking may be required if COVID is spreading at a high rate in our community.**

For everyone's safety, all visitors, patients, and colleagues are required to wear masks in our facilities when the [COVID-19 community transmission rate](#) is high in our area, as reported by the CDC. This rate changes from time to time, so plan to bring a surgical or KN95-style face covering every time you visit <RHM>. Cloth masks, vented and gaiter-style face coverings are not acceptable.

If you have any COVID-related symptoms, you must always wear a mask when inside our facilities.

All colleagues are required to be masked when the [COVID-19 community transmission rate is high](#), except in some colleagues-only areas of our facility at certain COVID community levels.

- **Masking may be optional for patients, visitors, and colleagues if COVID is spreading in our community at a moderate or low rate.**

If the [COVID-19 community transmission rate](#) is not high in our area, masking is optional for patients, visitors, and colleagues – except for certain designated areas of the facility. These areas will have signage indicating where universal masking is required. If you are immunocompromised, you are encouraged to wear a mask at all times at <RHM> for optimal protection.

[Learn more.](#)