Risk Management Resource:Sample Email Script for Adult Patients: Seeking Care during Social Distancing

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The information in this resource is obtained from sources generally considered to be reliable; however, accuracy and completeness are not guaranteed. This information is intended as risk management advice. It does not constitute a legal opinion, nor is it a substitute for legal advice. Legal inquiries about this resource should be directed to your attorney. This material is provided as an outline and needs to be reviewed, customized and approved by the Medical Director(s) of your practice before implementing.

**SAMPLE EMAIL SCRIPT FOR ADULT PATIENTS: SEEKING CARE DURING SOCIAL DISTANCING**

Dear Valued Patient [or, insert patient name here]:

Social distancing is a major part of the current strategy to slow the spread of COVID-19. However, urgent and emergency medical needs unrelated to COVID-19 still occur, even during public health emergencies that warrant social distancing.

Some people are afraid of going to the doctor's office or to a hospital due to concern that they might be exposed to COVID-19. This concern is understandable. However, a problem that required urgent or emergency medical attention before COVID-19 still requires the same level and urgency of medical attention. Serious medical problems will only get more serious, and possibly cause irreversible damage, if left untreated.

Call [insert practice name here] at [insert phone number here] if you have an urgent healthcare need, such as a minor illness or injury.

Call 911 if you experience any of the following symptoms of a medical emergency\*:

* Difficulty breathing, shortness of breath
* Chest or upper abdominal pain or pressure lasting two minutes or more
* Fainting, sudden dizziness, weakness
* Changes in vision
* Choking
* Head or spine injury
* Injury due to a serious motor vehicle accident, burns or smoke inhalation, near drowning, deep or large wound, or other serious injuries
* Ingestion of a poisonous substance
* Difficulty speaking
* Confusion or changes in mental status, unusual behavior, difficulty waking
* Any sudden or severe pain
* Uncontrolled bleeding
* Severe or persistent vomiting or diarrhea
* Coughing or vomiting blood
* Suicidal or homicidal feelings
* Unusual abdominal pain

To schedule an appointment or ask a question, please call [insert phone number here].

We wish you and your loved ones well during these challenging times, and we are here when you need us.

 Thank you, Your medical team at [insert practice name here]