



Office Opening Template

Instructions: This letter is a template and should be modified to meet your needs. The letter can also be adapted and sent through your patient portal based on the option that is best for reaching your patients.

(PLACE PRACTICE LETTERHEAD HERE)

(Today's Date)

Re: Office Re-Opening

Dear Patient,

On March 11, 2020, the World Health Organization declared the COVID-19 (Novel Coronavirus) viral disease to be a pandemic. As a result of this emergency, rapidly evolving and unprecedented changes have occurred causing medical practices, physicians, physician assistants, nurse practitioners, employees, and patients to continually adapt to meet the many challenges that have evolved since the beginning of this pandemic. Since that time, we have followed CDC and state recommendations, implementing necessary precautions to protect both patients and employees. As a result of this emergency and a rapidly evolving situation, our practice was *(insert closed, activated telehealth visits or had limited office hours)*.

Beginning *(Insert date)*, we will start seeing patients in the office again. Based on our records you had an appointment scheduled during the COVID-19 pandemic that was cancelled. Our office will begin rescheduling visits starting the week of *(insert week)* from *(insert hours of operation)*. Please call our office at *(insert telephone number)* to reschedule your appointment. If you do not want to reschedule your appointment at this time, contact the office.

Our patients and employees safety is very important to us so our office will be taking the following precautions: *(Add the precautions below that apply.)*

- *All staff will wear mask.*
- *We are asking patients and visitors to wear cloth mask.*
- *We are offering hand sanitizer at entrances and exits.*
- *We are limiting the number of people in our office so we ask that only one person attend the visit with the patient.*



- *We ask that you call from your car to check-in on arrival and we will instruct you when we are ready for you to enter the office.*
- *We are using on line services to confirm appointments and update medical information*
- *Until further notice we will check temperatures of anyone prior to entering our office.*

As new developments occur, we will keep you informed. Thank you for your support during these challenging times. We look forward to seeing you at your next appointment.

Sincerely,

(Insert practice name)