Office Response to Concerns with Safety Guidelines Template Instructions

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: Concerns with Office Safety Guidelines

Dear (*Patient’s Name*),

This letter is in response to your expressed concerns regarding our safety guidelines when you visited our office on (*Date of Appointment*). Pursuant to your conversation with (*Insert Physician or Practice Administrator’s Name*), we want to follow-up and reiterate our expectations for our patients when they visit our office for an appointment.

The safety of our staff and patients remains our priority, especially during this COVID-19 pandemic. As a result, we are following the safety guidelines from the Centers for Disease Control and Prevention. We have set the below precautions as standards for conducting business and expect our staff, patients, and guests to adhere to them for their safety and that of others.

* All staff, patients, and any guests are required to wear a face covering.
* All persons entering the building are required to undergo screening questions and a temperature check.
* Any person who does not pass our screening process or who does not have an appropriate face covering will be provided a face covering, if available, or asked to reschedule their appointment.
* (*Insert Additional Guidelines*)

We ask that in the future you please honor these guidelines to ensure the safety of yourself, our staff, and other patients. If you are unable to adhere to these guidelines, you may contact our office to learn of other options that may be available to you, including a telehealth appointment.

We will continue to keep our patients informed of any updates to our safety guidelines. Please feel free to contact our office.

Thank you for your support during these challenging times. We look forward to seeing you at your next appointment.

Sincerely,

(*Insert Practice’s Name*)