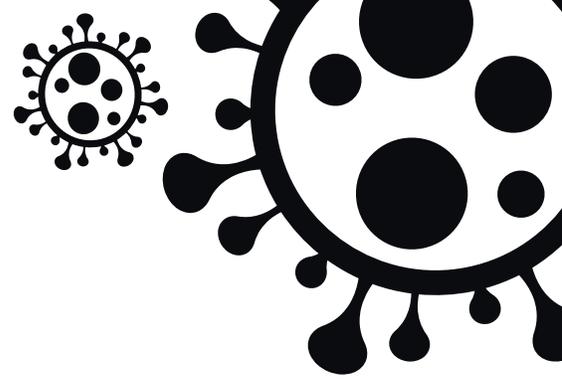


Template Communication to Patients



Greetings from [Practice Name]!

We hope this letter finds you and your family safe and healthy.

This is a trying time on many levels, and people all over are doing their best to protect their well-being. Everyone must find their own comfort level with the risks posed by a wide range of activities.

We're aware that many individuals may still be avoiding in-person office visits out of concern for potential COVID-19 infection. However, the Centers for Disease Control and Prevention (CDC) emphasizes that some essential functions, such as routine immunizations, still need to take place. The agency states that "Routine vaccination is an essential preventive care service for children, adolescents, and adults...that should not be delayed because of the COVID-19 pandemic."¹

To help ease any concerns you may have about visiting our offices, we thought it might be helpful to explain all the measures our practice has put into place to maximize your safety as well as the safety of our staff.

- Appointments for patients with a "non-contagious" issue are either being conducted via telehealth, or scheduled during our well-visit hours, which are [insert days/hours here].
- Sick-visit appointments are either being conducted via telehealth, or scheduled during our separate sick-visit hours, which are [insert days/hours here].

We have developed the following protocols for such visits: [discuss specific procedures for sick patients, such as calling at arrival and remaining in vehicle until you have further instructions, making payments, and filling out forms online, etc].

- We've also made additional changes such as enhanced disinfection of our office between visits, maximizing physical distancing in our waiting rooms, and daily screening of our staff.
- Furthermore, we've instituted [include all the measures that apply]: new no-touch (or physically distanced) check-in procedures, staggered appointment times, universal masking, and virtual check-out procedures].

In light of these precautions, we encourage you to maintain any scheduled well-visit appointments, or reschedule those you may have missed. If you are behind on your immunizations, or are due for a vaccine in the near future, please call XXX-XXX-XXXX to schedule an appointment. If you are unsure whether you are up to date or in need of a vaccine, please ask our office staff to check your immunization records.

We are confident that these policies will help us maintain the safest possible health environment for you, our other patients, and our staff.

Sincerely,

[Insert Practice Name]

This communication is not an endorsement of any specific measure. Each health care provider practice will need to determine what measures may be appropriate in light of the practice's specific circumstances to determine how best to manage patient visits.

Reference:

1. Centers for Disease Control and Prevention. Vaccination guidance during a pandemic. Page last reviewed June 9, 2020. <https://www.cdc.gov/vaccines/pandemic-guidance/index.html>. Accessed June 26, 2020.



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US-NON-05747 07/20