

Recommended Messaging for Communicating with Screened Patients Who Don't Meet Testing/Emergency Care Criteria

Reflect back what you have heard:

It sounds like you are concerned that you may have COVID-19.

Empathize:

These are scary times and many are worried about their health.

Apologize:

I'm sorry that you've had to experience this stress.

Respond:

Though you are not feeling well, I want to assure you that your symptoms do not warrant additional testing or emergency care at this time. Due to large demand for a limited number of resources, Cleveland Clinic has had to make the difficult decision to prioritize individuals who are determined to meet criteria for the highest risk.

Please continue to practice good self-care and social distancing.

Should your symptoms significantly worsen, contact your physician. He or she will determine if you need to be tested.

Thank you:

Thank you for your vigilance.

If the situation escalates: It's frustrating to wait in line for so long only to hear that you will not be tested. I am sorry you are upset and I apologize that we can't help you today. We can only test those who have been identified by their doctor. Please continue to monitor your symptoms and call your doctor if they worsen. Thank you for your understanding.