

NON-URGENT APPOINTMENT CANCELLATION – RESPONDING TO PATIENTS

<p>Why has my appointment been canceled?</p>	<p>Response 1</p> <p>Good question. I'm sorry for the inconvenience and hope it doesn't result in significant discomfort for you. Unfortunately, given the pandemic, we're focused on keeping you safe and responding to those with COVID-19. By postponing routine care, we can redeploy caregivers to areas where the need is greatest. If you have any new or worsening symptoms, please use Express Care® Online to speak with a provider or call your primary care provider.</p> <p>Response 2</p> <p>I hear the concern in your voice and can't imagine how difficult this is for you. We wish that the changes to regular office visits and procedures were not necessary. Please know that when it is safe and we no longer need to redeploy clinicians to critical care settings, we will return to our previous process. We care about you and look forward to seeing you when things have calmed down a bit.</p> <p>Response 3</p> <p>We care about you and want to protect our patients, caregivers and the community. One of the ways we are doing this is by canceling non-urgent appointments — like yours — to reduce everyone's exposure to COVID-19. As you can imagine, it is an “all hands on deck” situation right now. Many of our providers and clinicians have been redeployed to focus on responding to essential care for our sickest patients. Thank you for understanding and giving up your appointment time for others.</p>
<p>What if I need to see a provider?</p>	<p>We have you covered! We're here to help and we hope you feel better soon.</p> <ul style="list-style-type: none"> • During these times of social distancing, Express Care Online allows you to see a provider in your own home using your smartphone, tablet or laptop. We recommend using this service for its convenience and safety. <p>If patient needs assistance using Express Care Online, offer to send them a link to the appropriate resource:</p> <p>Express Care Online Patient Guide for Desktop/Laptop Users Express Care Online Patient Guide for Mobile Users</p> <ul style="list-style-type: none"> • If you absolutely need to see a provider face-to-face, you may visit an Express Care location as long as you do not have a fever or other viral symptoms.

<p>What if I need to see a provider? (continued)</p>	<ul style="list-style-type: none"> • If you have a fever and/or have other symptoms of sickness, or if you need urgent medical care, go to the nearest emergency department. Call ahead and let them know that you're on the way so they can prepare for you. Once you're there, caregivers will be able to assess your status, access your medical record and consult with your physician as necessary. • If you have any questions related to COVID-19, please call our general hotline at 855.697.3750.
<p>When will my appointments resume?</p>	<p>Patient needs first available appointment</p> <ul style="list-style-type: none"> • Your health needs require a provider to see you in person. We're rescheduling appointments beginning in <insert month.> May we work together to find a time that works for you now, or would you rather reschedule on another day with one of our appointment schedulers? <p>Patient asks to convert to virtual visit</p> <ul style="list-style-type: none"> • One of our providers will be able to virtually assess your health status using Express Care Online. You may access it via phone, tablet or computer from your own home. <p>If patient needs assistance using Express Care Online, offer to send them a link to the appropriate resource:</p> <p>Express Care Online Patient Guide for Desktop/Laptop Users Express Care Online Patient Guide for Mobile Users</p> <p>Patient needs are not immediate; ask patient to reschedule on their own later</p> <ul style="list-style-type: none"> • We ask that you delay rescheduling your appointment and reach out to us after the COVID-19 crisis has passed. Our goal is to provide you personalized care, and we will be in a better position to do that when things have returned to normal. Thank you for allowing us to mobilize our team to meet this pandemic head on.
<p>Closing the call</p>	<p>We sincerely appreciate your understanding. Thank you for trusting us to take care of you and your family.</p> <p>What else can I do for you?</p> <p>Please take care of yourself. We look forward to seeing you as soon as possible.</p>