

# PATIENT ACTIVATION TOOLKIT OVERVIEW

This communications toolkit has been created to help you reach patients who may be hesitant or fearful of visiting healthcare providers during COVID-19. All content was designed to be customizable in order to fit the needs of your practice; there are indicators in the copy to provide direction on personalization.

Here is what is included in this toolkit:



- I. **EMAIL TEMPLATES:** Included are three sample email texts that can be copied and pasted directly into your office's email platform. These emails were written to be delivered in sequence.
  - A. **Introductory email** – this can be sent to all patients at the same time. This effort supports your availability and the precautions you and your staff are taking to support a safe environment for in-person visits. This email should also include all the ways you are currently able to interact with your patients.
  - B. **Appointment reminder email** – use this as part of your queue/annual reminders process. This message includes copy reiterating the safety precautions you and your staff have in place. Intent of this message is to get people back in the mindset of making and keeping appointments.
  - C. **Prior to visit** – example of what can be included in an appointment confirmation message. This is where you should outline things your patients need to know in order to prepare for their visit.
  - D. **Outreach to all Patients (Longer version)** – a reminder that your offices are open and that you are available for your patients. The message reinforces the safety protocols in place and specifically speaks to patients that may require a hospital visit.
  - E. **Outreach to all Patients (Shorter version)** – a condensed version of full email, focusing the message on office availability and availability of staff to speak with patient that may need assistance.
  - F. **Outreach to all Patients (Alternate version)** – reinforces that your office remains open and has a direct call to action to contact your office.
  - G. **Appointment Reminder (Second Version)** – reminder message for patients reiterates safety precautions in place and reminds patients of their upcoming appointment.



- II. **DIRECT MAILERS:** If your patients prefer print messages, here is content that can be used as a formal letter drop or direct mail postcard. Both options are included.



- III. **RADIO/VIDEO SCRIPTS:** Radio provides direct access to local members of your community, with dedicated time to share information and get your message out. We've included scripts for fifteen, thirty and sixty second spots. These can be used for video messages as well.

## PATIENT ACTIVATION TOOLKIT OVERVIEW



**IV. DIGITAL ADS:** Digital ad copy can be used to replace any existing ad template you are currently running or sponsoring. Always feature your clinic's name and contact method.



**V. SOCIAL MEDIA POSTS:** Utilize your office's social media handles with copy developed specifically for Facebook and Twitter. All need to have a link back to how to best contact your office with questions and to schedule an appointment.



**VI. WEBSITE COPY:** This copy can be customized to announce your office hours, location and how you are giving appointments (in person, telephonic, video).



**VII. DIRECT MAILER - REFERRER LETTER:** This letter was developed to help connect you with referring physicians to let them know that you and your staff are ready to see patients.



**VIII. TELEHEALTH TIPS FOR PATIENTS:** This document can be used to help patients prepare for virtual/telehealth visits. These tips can help your patients feel more comfortable with the virtual meeting format and help them prepare to make the most out of their visit with you.



**IX. HEALTH EQUITY MESSAGE:** As it relates to recent social events, we have provided copy addressing the situation, based on our company's statement, that you can leverage for your website if you so choose to.



**X. MANUFACTURING QUALITY LETTERS:** This letter will help you address patient safety concerns about the potential for virus transmission through the use of Boston Scientific medical devices.



**XI. FREQUENTLY ASKED QUESTIONS:** To help address anticipated questions that you may receive from your patients during this time, included is a FAQ featuring sourced, draft responses. As with the other materials, this can be tailored to reflect your practice's protocols.

DOWNLOAD WORD DOCUMENT 

## EMAIL TEMPLATES



### A: Introductory email

TO: **PATIENT**  
FROM: **DOCTOR**  
SUBJECT: **OUTREACH**

Dear **PATIENT**,

As your **INSERT SPECIALITY** health care team, we want to thank you for your support as we navigate these unparalleled changes in healthcare. While a lot has changed, there is one thing that hasn't – our commitment to you and your wellbeing.

Our offices are open, and our physicians are available to see you, both in person and virtually. While we welcome visiting with you by phone or video conference, if you should choose an in-person visit, rest assured that we are taking extra precautions to keep you safe by following the safety protocols established by the Centers for Disease Control as well as our own stringent standards. Recent changes we've made include:

- Performing routine deep cleaning of the entire office environment
- Reconfiguring our waiting area to conform with physical distancing strategies
- Requiring masks to be worn by all individuals onsite
- Not allowing companions unless deemed an essential caregiver by staff
- Ensuring that no office staff will be in the facility if they are ill or have had direct exposure to someone who has COVID-19
- Providing hand sanitizing dispensers throughout our facility for your use

To further support these protective measures, we do require that if you have experienced any of the following symptoms you stay home and we will make arrangements to have our clinicians work with you remotely.

- Fever  $\geq$  100.4 degrees F
- Respiratory symptoms (coughing, congestion, difficulty catching a breath)
- Chills
- Loss of taste and or smell
- Intense exhaustion and/or muscle aches

If you are experiencing the above symptoms, please refer to the guidelines provided by **INSERT LOCAL COVID19 TESTING RESOURCE HERE**.

Finally, we understand that you may have reservations about being in a hospital at this time. We want to assure you that we are partnering with the hospitals to provide a SAFE hospital experience for you.

We feel fortunate to be your chosen healthcare providers; it is a role we take very seriously. We are, and will continue to be, here for you and together we will address your healthcare needs in the safest possible way.

We look forward to seeing you soon,

**OFFICE/Dr SIGNOFF**

# EMAIL TEMPLATES



## B: Appointment reminder email

TO: **PATIENT**  
FROM: **DOCTOR**  
SUBJECT: **OUTREACH**

Dear **PATIENT**,

Our records show that you are due for **TYPE OF APPOINTMENT** on **DATE**. Please call our offices at (**NUMBER**) to make arrangements for your visit.

We understand that you may have some concerns related to COVID-19, and we want to assure you that we are following the safety protocols established by the Centers for Disease Control in addition to our own stringent standards to keep you safe during your appointment.

Upon confirmation of your appointment, we will send you detailed instructions to help you prepare for your visit.

We look forward to seeing you soon!

**OFFICE/Dr SIGNOFF**

## C: Prior to visit

TO: **PATIENT**  
FROM: **DOCTOR**  
SUBJECT: **OUTREACH**

Dear **PATIENT**,

We are looking forward to seeing you on **DATE** and **TIME** for your appointment. As you prepare for your visit, we want to assure you that we are taking every precaution possible to ensure our facility is safe. Here are the things we are doing:

- Deep cleaning the entire office environment
- Staff are required to wear masks at all time
- We have reconfigured the office to insure appropriate distancing of all visitors

To help maximize our safety efforts, here are the things we need you to do:

- Inform us of any increased body temperature, congestion or recent travel
- You will need to wear a mask while onsite; if you do not have one, we will provide it for you upon arrival
- Only **ONE** adult companion is allowed to come with you
- Due to distancing rules, making and keeping your appointment will be imperative, so please call **NUMBER** 15 minutes ahead to alert our receptionist of your arrival.

We look forward to seeing you soon!

**OFFICE/Dr SIGNOFF**

# EMAIL TEMPLATES



## D: Outreach to all patients (Longer version)

TO: **PATIENT**  
FROM: **DOCTOR**  
SUBJECT: **OUTREACH**

Dear **PATIENT**,

As your **INSERT SPECIALITY** health care team, we want to thank you for your support as we navigate these. During this time of continued uncertainty, we understand that you may be concerned about coming to see us. While many aspects of our daily lives feel on “pause,” the need for monitoring and addressing your specific health concerns is too important to delay.

Our offices are open, and our providers are available to help you in the way that you feel most comfortable. Whether by phone, video or in person, we will provide you with the level of care that you are accustomed to receiving from us.

For any in-person visits, we are following the guidelines and protocols set by the Centers for Disease Control to ensure our office and facility is clean and safe for you to be in. We also have a continuous supply of the appropriate personal protection equipment (PPE) for our staff to wear during your appointment.

We respect that you may have reservations about being in a hospital setting at this time. Should your care require a hospital visit, we want to assure you that our partner hospitals are safe and ready to support us with your care journey.

Finally, if there are other barriers or concerns that are keeping you from seeking care, such as loss of coverage due to change in employment status, please let us know. Our business staff can answer questions and provide access to resources that may be able to help.

As your **INSERT SPECIALITY** care team, we are honored that you have chosen us to be healthcare providers; it is a role we take very seriously. Let us continue that work and let us take care of you. We will address your healthcare needs in the safest possible way.

We look forward to seeing you soon,

**OFFICE/Dr SIGNOFF**

# EMAIL TEMPLATES



## E: Outreach to all patients (Shorter version)

TO: **PATIENT**  
FROM: **DOCTOR**  
SUBJECT: **OUTREACH**

Dear **PATIENT**,

During this time of continued uncertainty, we understand that you may be hesitant about routine check-ups or other visits to our office. While many aspects of our daily lives feel on “pause,” the need for monitoring and addressing your specific health concerns is too important to delay.

Our offices are open, and our providers are available to help by phone, video or in-person. Should you choose to connect virtually, we will provide you with the level of care that you are accustomed to receiving from us. And since your health is our shared responsibility, we have taken every precaution to keep you safe when you come to visit us.

Finally, if there are other barriers or concerns that are keeping you from seeking care, such as loss of coverage due to change in employment status, please let us know. Our business staff can answer questions and provide access to resources that may be able to help.

To set up your appointment, please contact us at **NUMBER** today.

We look forward to seeing you soon,

**OFFICE/Dr SIGNOFF**

# EMAIL TEMPLATES



## F: Outreach to all patients (Alternate version)

TO: **PATIENT**  
FROM: **DOCTOR**  
SUBJECT: **OUTREACH**

Dear **PATIENT**,

We hope this message finds you and your loved ones well. We wanted to reach out to let you know our offices are open and our providers are ready to meet with you – by phone, by video or in-person – to provide routine check-ups or address any health concerns. You may have been putting off appointments due to COVID-19 or other uncertainties, but please remember how important your health is to you and those around you.

If you choose to visit us in person, you can be sure that we are following the safety protocols established by the Centers for Disease Control in addition to our own stringent standards to keep you safe during your appointment.

And finally, if there are other barriers or concerns that are keeping you from seeking care – such as insurance change or financial concerns – please let us know. Our business staff can answer questions and provide resources that may be able to help.

Please don't ignore your health! To set up your appointment, please contact us at **NUMBER** today.

**OFFICE/Dr SIGNOFF**

## G: Appointment reminder (Second version)

TO: **PATIENT**  
FROM: **DOCTOR**  
SUBJECT: **OUTREACH**

Dear **PATIENT**,

Our records show that you are due for **TYPE OF APPOINTMENT** on **DATE**. It is highly recommended that you book your appointment soon so that we can continue to monitor your health and address any concerns. Please call our offices at **NUMBER** to schedule at time that is convenient for you.

Our offices are open, and our providers are available to help you by phone, video or in person. No matter which environment you choose, we will deliver the level of care that you are accustomed to receiving from us. If you visit us in person, be assured that we have taken every precaution to keep you safe during your appointment.

Once your appointment is scheduled, we will send you detailed instructions to help you prepare for your visit. We look forward to seeing you soon!

**OFFICE/Dr SIGNOFF**

DOWNLOAD WORD DOCUMENT 

# DIRECT MAILERS



## Postcard Options

Front

Back

Postcard  
Option 1

**Your health matters**

Don't let COVID-19 keep you from getting the care you need for existing health conditions. Many serious conditions can be treated successfully if care isn't delayed. Our office is open, and we are taking every precaution to ensure your safety. Please call **NUMBER** to schedule your appointment today.

Postcard  
Option 2

**Social distancing  
means nothing to  
DISEASE STATE**

If you are experiencing **SYMPTOMS**, please do not wait to get the care you need. Our office is open and we are taking every precaution to ensure the safety of your visit. To schedule an in-person or virtual appointment, please call **NUMBER** or visit our **WEBSITE**. As always, in case of an emergency, dial 9-1-1.

Postcard  
Option 3

**You have  
supported us. Let  
us support you.**

Thank you for supporting our healthcare teams as they battle COVID-19. We now need to get back to caring for you and your non-COVID related health concerns. Our office is open, and we are taking every precaution to ensure the safety of your visit. We also offer phone and video appointments. Please call us at **NUMBER**/visit our **WEBSITE** to schedule your appointment today.

Postcard  
Option 4

**The Doctor is In!**

We are offering in-person, video and telephone visits for all existing and new patients. Please contact us today at **INSERT NUMBER/WEBSITE** to schedule an appointment.



# DIRECT MAILERS

## Form Letter



**INSERT LOGO/LETTERHEAD HERE**

Dear **PATIENT**,

As your **INSERT SPECIALITY** health care team, we want to thank you for your support as we navigate these unparalleled changes in healthcare. While a lot has changed, there is one thing that hasn't – our commitment to you and your wellbeing.

Our offices are open, and our physicians are available to see you, both in person and virtually. While we welcome seeing you over video, we want you to know about the precautions we are taking to keep you safe within our clinic as we are following the safety protocols established by the Centers for Disease Control in addition to our own stringent standards. We are:

- Performing routine deep cleaning
- Reconfigured our waiting area to conform with physical distancing
- Requiring masks to be worn by all individuals onsite
- Not allowing companions unless deemed an essential caregiver by staff

During these uncertain times, we know that you may have questions about your current state of health, status of your procedure and the safety of coming into our office. To help you get the answers you need, our **STAFF** are available at **NUMBER** and they are ready to address all your concerns. They can also help schedule your appointment in order to ensure you are getting the care you need.

We feel fortunate to be your chosen healthcare providers; it is a role we take very seriously. We are, and will continue to be, here for you and together, we will address your healthcare needs in the safest possible way.

We look forward to seeing you soon,

**OFFICE/Dr SIGNOFF**

DOWNLOAD WORD DOCUMENT 

# RADIO/VIDEO SCRIPTS



## Provider/Clinic

### Ad: 20/30 Seconds:

COVID-19 has changed our routines, but it hasn't stopped the need for medical attention for **INSERT CONDITION**. The team at **INSERT INSTITUTION NAME** is here to help you. We're taking every precaution to keep you safe while caring for your needs. **OPTIONAL:** If you are not able to see us in person, we are also offering phone and video appointments. Please call **INSERT NUMBER** or visit us at **WEBSITE** for more information.

### Ad: 15 Seconds:

COVID-19 has changed our world but please don't let it keep you from getting the **INSERT DISEASE STATE** care/screening you need. Our teams at **INSERT INSTITUTION NAME OR TYPE:** clinics/offices/hospital/care center are ready to help you safely. Please call **INSERT NUMBER** or visit us at **WEBSITE**

## Hospital

### 60 Seconds:

Hi, I am **INSERT ADMINISTRATOR/CEO NAME, TITLE, INSTITUTION NAME** and I want to thank you for your support and gratitude for our healthcare workers in the battle against COVID-19. Our team has been amazing in addressing the unique challenges presented by this pandemic. We also want to make sure that you are getting the care you need for non-COVID related health issues such as **INSERT CONDITION(S)**. Many conditions, such as these, can be treated successfully, particularly if there is not a delay in getting care. Our hospitals, clinics and emergency rooms are open and taking every precaution to ensure your visit with us is safe. We are also offering video and telephone appointments. And as always, in case of an emergency, please dial 9-1-1. COVID-19 has taken a lot from us. Please do not let it keep you from getting the critical care you need. For more information, please visit **INSERT WEBSITE**.



DOWNLOAD WORD DOCUMENT 

## DIGITAL ADS

### Option 1

Don't let COVID19 keep you from getting the care you need.

Our office(s) is/are safe and your care team is ready to help

CONTACT US TODAY > [link to website](#)

### Option 2

The Doctor is In...

In- person, virtual and telephone consultations are now available.

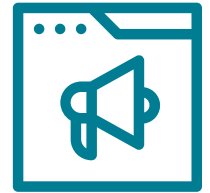
Your health matters. Set up your appointment today > [link to website](#)

### Option 3

This doctor makes house calls

Virtual and telephone visits now available for just **\$XX**

SCHEDULE TODAY ([Link to website](#))



DOWNLOAD WORD DOCUMENT 

## SOCIAL MEDIA POSTS



### Facebook



Our office is open and we're taking every precaution to ensure the safety of your visit. We have phone and virtual appointments. Please call us at NUMBER/visit our WEBSITE to schedule your appointment today.

<<NEED IMAGE/Use Hospital or Office Logo>>

### Twitter



Experiencing SYMPTOMS? Don't let #COVID19 keep you from getting the care team you need. @INSERT HASHTAG FOR OFFICE/HOSPITAL is offering in-person and remote consultations. Contact us today.

<<IMAGE OF LIST OF SYMPTOMS>>

### Twitter and Facebook: Re-sharing Recommendation

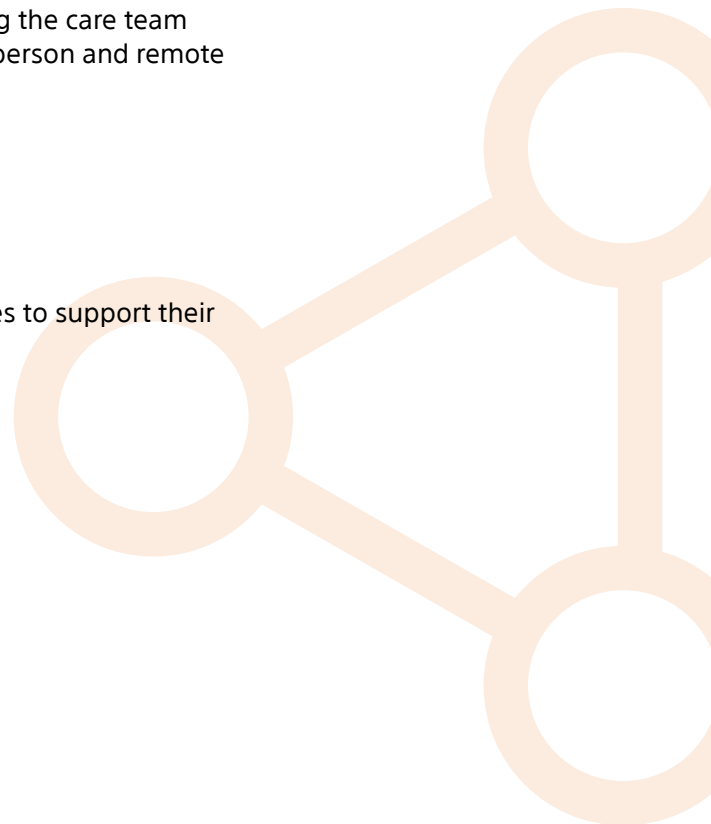
Providers may be able to leverage posts from the following agencies to support their messaging for re-engagement:

[@CMSGov](#)

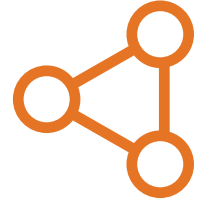
[@AmerMedicalAssn](#)

[@CDCgov](#)

[@ahahospitals](#)



## SOCIAL MEDIA POSTS



Don't let COVID-19 add a detour to your health journey. Our Staff is **READY**. Our Office is **SAFE**. Our Priority is **YOU**.



Who was that masked man?  
That is a man on his way to his annual \_\_\_ checkup. Keeping tabs on your health is more important now than ever before. Contact your provider today!

As a parent, you're always prioritizing others over your **SELF**. But during this time, don't forget about prioritizing your **HEALTH**.

The best defense is a good offense! Underlying conditions and weakened immune systems, such as those caused by cancer and its treatments, can lead to serious complications if exposed to COVID-19. It is critical for you to work with your care team to ensure your health is monitored. Contact your provider today!

Heart attacks won't wait.  
Strokes won't wait. You can't wait.



It may feel like you can't control much, but you can take control of your health. Reschedule any missed appointments today.

**NO COMMUTE = MORE TIME?** Use it well by taking control of your health. Call your doctor today!

Here is how you can remember to keep your health **FIRST**

- F** Follow up on anything that is concerning
- R** respond to your body's signs for help
- I** initiate the call to your physician
- S** safe environments are ready for your care
- T** take action today

### 5 WAYS to stay healthy during COVID-19

1. Eat more vegetables – 2-3 servings a day
2. Exercise – 30 minutes is all it takes
3. Meditate – 3 mins of self-reflection
4. Get enough sleep – 7 to 8 hours
5. See your doctor – keep annual appointments or make new ones

Why did Big Foot cross the road?  
He was on his way to get his \_\_\_ checked! If he can do it, you can too! Make your appointment with your provider today.



DOWNLOAD WORD DOCUMENT 

## WEBSITE COPY



Header: In-person, video and telephone visits are available!

HOURS OF OPERATION

PHONE NUMBER

Body:

As your **INSERT SPECIALITY** health care team, we want to thank you for your support as we navigate these unparalleled changes in healthcare. While a lot has changed, there is one thing that hasn't – our commitment to you and your wellbeing.

Our offices are open, and our physicians are available to see you, both in person and virtually.

During these uncertain times, we know that you may have questions about your current state of health, status of your procedure and the safety of coming into our office. To help you get the answers you need, our **STAFF** are available at **NUMBER** and they are ready to address all your concerns. They can also help schedule your appointment in order to ensure you are getting the care you need.



DOWNLOAD WORD DOCUMENT 

## DIRECT MAILER - REFERRER LETTER



INSERT LOGO/LETTERHEAD HERE

Dear **REFERRER**,

We hope your practice has navigated the past few months safely and wanted to thank you for the care your team delivered during these difficult times. We are reaching out directly to share that **INSERT SPECIALTY** is seeing patients for **INSERT CONDITIONS**. We have made changes to ensure the safety of our patients and remain committed to providing the care our community needs.

Our offices are open, and our physicians are available to see patients, both in person and virtually. While we welcome telehealth visits, we are taking precautions to keep patients safe within our clinic by following the safety protocols established by the Centers for Disease Control in addition to our own stringent standards. We are:

- Performing routine deep cleaning
- Reconfigured our waiting area to conform with physical distancing
- Requiring masks to be worn by all individuals onsite
- Not allowing companions unless deemed an essential caregiver by staff

If you have any questions about our treatment approach or services we provide, our **TEAM** can be reached at **NUMBER**. We would be happy to discuss your referral needs in any level of detail.

Like you, we feel fortunate to be healthcare providers; it is a role we take very seriously. We are here for you and your patients and look forward to connecting soon.

Sincerely,

**OFFICE/Dr SIGNOFF**

[DOWNLOAD WORD DOCUMENT](#) 

## TEALHEALTH TIPS FOR PATIENTS



Video and phone visits can be great options for appointments before, after or in place of face-to-face care. They allow you to connect directly with your provider without traveling or putting yourself or others at risk. This is especially important as we work together to reduce the impact of COVID-19 on our communities and healthcare providers.

### **Tip #1 – Determine if your provider offers telehealth, and if it is suitable for your medical concern.**

Many providers and nursing staff are available for telehealth visits and scheduling is handled by the office or clinic directly. Not all appointments are suitable for telehealth and your provider will make the decision based on your individual health situation.

### **Tip #2 – Don't be afraid of technology! Telehealth apps have been designed specifically for patients.**

After your appointment is scheduled, detailed instructions will be provided that include the time of your visit and how to download the free, secure application used to connect. When it is time for your appointment, simply follow the instructions to be connected directly to your provider. Any questions – just ask!

### **Tip #3 – Prepare for this visit the same as if you were coming in to see your provider in-person.**

To make the most of your appointment, please do the following:

1. Fill out any paperwork or make sure what we have on file is up to date.
2. Check with your insurance company to ensure coverage for your visit.
3. Write down any questions or points you want to raise with your provider. Include symptoms, recent monitoring such as blood pressure or glucose levels and list of current medications. Keep your pen and paper nearby for new notes.
4. Test your equipment by ensuring your phone sound is on and that your camera has access to the app you have downloaded.
5. Plan where you want your visit to take place. This may be best in a private, quiet setting to minimize interruptions during your visit.
6. Consider having someone else join you. It might be helpful to have a family member sit on the call with you to help take notes or to raise other concerns with the provider if you forget something.
7. Minimize distractions so that you can give your provider your undivided attention. Shut off notifications on your cell phone and shut down apps that might create distractions or noise.

Telehealth may be different from the way you usually communicate with your healthcare provider, but it can be an easy-to-use, effective alternative.

If you have any additional questions about how telehealth appointments work or what type of appointments should be completed in-person, reach out to your provider directly at **PHONE NUMBER**.



DOWNLOAD WORD DOCUMENT 

## HEALTH EQUITY MESSAGE

On May 25, George Floyd, a black man, died in Minneapolis after being handcuffed and pinned to the ground by the knee of a white law enforcement official. George Floyd was being restrained by the police on suspicion of a non-violent crime. His cries for help, bystander pleas for mercy and the terrible manner of his death were all recorded on video.

George Floyd's death reflects deeply ingrained, long-standing divisions in our society. And it comes at a time when the pandemic has given rise to hate and xenophobia around the world, with rampant acts of violence across the nation, and the spread of misinformation, racial stereotyping and fear. Sadly, George Floyd is one of many who have recently died because of injustice.

As healthcare providers, we feel compelled to condemn injustice and discrimination and to reaffirm our commitment to live by our values. We have built a **CLINIC/PRACTICE** that makes equality, diversity and openness priorities—for our staff and the patients who trust us for their care.

Every day, our work is focused on ensuring the best outcomes for every person and every life. We at **INSERT INSTITUTION NAME** are committed to reflect the change we want to see across our neighborhoods, our communities and our nation. We are honored to be members of your care team, and we know that together, we can make change happen.



DOWNLOAD WORD DOCUMENT 

# MANUFACTURING QUALITY LETTERS



Letters from Boston Scientific to customer



June 17, 2020

Dear Valued Customer,

We hope you are doing well under the circumstances. We recognize you are likely receiving different and/or more detailed questions from patients as a result of COVID-19 concerns.

Should you receive any questions about the potential for virus transmission through the use of Boston Scientific medical devices, below please find a letter you can share with your patients.

We developed this letter after recently surveying U.S. patients who had a surgical or medical procedure canceled or delayed due to the COVID-19 pandemic to better understand what information they were seeking as they looked to reschedule postponed procedures. More than one-half (54%) of survey respondents were interested in communications from manufacturers of their devices. Notably, patients were seeking assurances about the safety of the medical device(s) to be used in their procedure, particularly around virus transmission.

We hope the below letter will be useful to you in addressing patient concerns.

Please let your local sales representative or our customer service team know if you have additional questions.

Thank you for your commitment to advancing patient care.

Kind regards,

Your Boston Scientific team

# MANUFACTURING QUALITY LETTERS



Letters from Boston Scientific to customer



Dear Valued Patient,

We care deeply about your health and safety and want to ensure that you feel confident about the safety and sterility of our devices, particularly at a time when there are heightened concerns about the spread of coronaviruses. To that end, below please find answers to commonly asked questions as it relates to COVID-19 and our medical devices.

## **With COVID-19, how are you keeping your work environment safe?**

In addition to our normal cleanroom manufacturing standards – which reduce contamination risk and control environmental factors like temperature and humidity – we have changed the way our global workforce operates, including prioritizing onsite presence for employees who make our medical devices. We have also added more thorough and more frequent cleaning measures, increased distance between employees at their workstations, instituted daily on-site temperature screenings and required all onsite employees to wear face masks.

## **Can COVID-19 be transmitted on a medical device?**

There is no evidence that COVID-19, which is spread from person to person via respiratory droplets, could be transmitted via a medical device. In addition to knowing the virus has poor survivability on most surfaces, it's important to know that our devices that are implanted or come in contact with patients also go through a comprehensive sterilization process after manufacturing. This process is overseen by the U.S. Food and Drug Administration (FDA) and is completed before a device is packaged and shipped to healthcare centers around the world.

You may rest assured that our innovative medical devices continue to be held to the highest quality and production standards which enable us to help millions of people around the world live healthier lives.

Kind regards,

Your Boston Scientific team

DOWNLOAD WORD DOCUMENT 

# FREQUENTLY ASKED PATIENT QUESTIONS



## Facility Status and COVID-19 Infections

1. Is your site open? For what types of visits?

***Insert your practice's response here***

Yes, even in this time of uncertainty, our practice is a place for hope and healing — and we're delivering the care you need. We're safely treating all patients, both in person and through virtual visits, in adherence with federal and state executive orders and guidance. We welcome both new and existing patients for in-person and virtual care.

2. If the site has been closed, when do you plan to re-open? What guidance are you following to make these decisions?

***Insert your practice's response here***

We plan to re-open once we have ample supplies of personal protective equipment (PPE) and full support for COVID-19 testing in adherence with federal and state executive orders and guidance.

## New Safety Precautions and Patient Expectations

3. How are you screening patients for COVID-19?

***Insert your practice's response here***

We are screening all patients for symptoms and possible COVID-19 exposure via a door screening process where you'll be asked a series of COVID-19 screening questions and take a temperature check before entering our buildings.

4. What are your new precautions to minimize risk of COVID-19 transmission?

***Insert your practice's response here***

When you visit, you'll notice:

- Strict limits to the number of people on campus
- Carefully monitored entrance points
- Screening of all patients for symptoms and possible COVID-19 exposure before entering our buildings
- Universal masking required for all patients, visitors and staff
- Waiting areas arranged for social distancing
- Enhanced cleaning of exam rooms and equipment after each patient
- Frequent deep cleaning of other clinic spaces

## FREQUENTLY ASKED PATIENT QUESTIONS



5. How should patients check in for their appointments?

***Insert your practice's response here***

When you arrive, our staff will welcome you at your designated entrance.

They'll guide you through our door screening process, including:

- COVID-19 screening questions
- A temperature check

If your door screening goes smoothly, you'll be reminded of important clinic safety guidelines, including use of masks, social distancing and visitor policies. Then, you can head to the floor for your appointment. If any symptoms or questions come up during your door screening, you'll meet with a nurse right away for additional screening and testing for COVID if needed.

6. Are patients and visitors required to use masks?

***Insert your practice's response here***

We require all patients, visitors and staff to wear a face covering or mask while on our campuses to guard against COVID-19 transmission. Please bring your own face mask or covering with you.

7. How are you enabling social distancing measures within your office?

***Insert your practice's response here***

Our staff has taken special precautions to protect you in all waiting areas. You'll see:

- Extra supplies of hand sanitizer available to all
- Masking and social distancing guidelines posted and monitored by staff
- Seating arranged and marked to promote social distancing
- Robust cleaning and sanitizing practices
- Separate waiting areas for visitors with possible COVID-19 exposure

8. Will staff be required to take training related to these social distancing measures?

***Insert your practice's response here***

We take patient and staff safety seriously. We have detailed and thorough plans for patient care and protecting staff. Our healthcare staff at all locations have been trained and are prepared to care for patients and keep them safe from further infection.

9. Are you offering hand sanitizer or disinfectant wipes? Are you requiring patients to use these upon entry?

***Insert your practice's response here***

Extra supplies of hand sanitizer will be available to all patients, visitors and staff throughout our offices. We are not requiring patients and visitors to use hand sanitizer upon arrival, but strongly encourage it along with handwashing often.

10. How are you physically separating patients with COVID-19 from those without?

***Insert your practice's response here***

We have completely separate designated waiting areas, offices and patient beds for visitors with possible COVID-19 exposure.

## FREQUENTLY ASKED PATIENT QUESTIONS



11. What PPE will staff be wearing?

***Insert your practice's response here***

A mask – N95 or better – and gloves.

12. What is your visitor policy?

***Insert your practice's response here***

Patients in the outpatient clinic may have only one individual accompany them, with consideration for special exceptions determined by patient care teams. Please leave children under age 13 in the care of someone else at home unless they are receiving care at the clinic.

Patients in hospital units and the emergency department may have only one person visit them during their hospital stay. Visitors will not be allowed if the patient has a confirmed or suspected case of COVID-19.

- Exceptions may be made to allow more visitors for end-of-life care, hospitalized children, and other rare and unique circumstances.
- The visitor can come and go during approved visiting hours, but throughout the patient's stay, only one person can visit.

13. If a patient cannot have someone accompany them to a visit, can that person dial in to the visit?

***Insert your practice's response here***

We know that not having someone come with you can be an inconvenience and a potential source of stress. We are encouraging patients to have their care provider or loved one dial in during the visit. This can help answer questions and provide information that helps all members of your health care team.

### Sources:

<https://www.cdc.gov/coronavirus/2019-ncov/php/principles-contact-tracing.html>

<https://www.telehealthresourcecenter.org/covid-19-resources/>

<https://health.usnews.com/conditions/articles/a-beginners-guide-to-a-virtual-doctors-visit>

<https://www.hhs.gov/sites/default/files/telehealth-faqs-508.pdf>

<https://www.mayoclinic.org/covid-19>

14. How are you handling payment and appointment follow up?

***Insert your practice's response here***

We are following the Centers for Disease Control protocol in disinfecting our front desk area, including where we accept payments and co-payments. Our staff will be taking the necessary precautions set for handling payment methods, including disinfecting our credit card processors, pens and writing surface.

## FREQUENTLY ASKED PATIENT QUESTIONS



15. Are you doing contact tracing?

***Insert your practice's response here***

In accordance to local guidelines and guidelines provided by the Centers for Disease Control for contact tracing, a core disease control measure employed by local and state health department personnel for decades, is a key strategy for preventing further spread of COVID-19. Should any of our patients be diagnosed with COVID-19, we will work with local health personnel to inform those who may have been exposed to the virus. We do this to ensure that those who may be in need of obtaining care can do so in a timely manner and self-isolate per established protocols.

### **Guidance on Telehealthw Availability and Usage**

16. Are telehealth services available for patients?

***Insert your practice's response here***

Video and phone visits can be great options for appointments before, after or in place of face-to-face care. Appointment coordinators will recommend a virtual or telephone visit if it best fits your individual needs.

17. Are all providers in the practice available via telehealth? If not, how will I know if my provider is available for telehealth?

***Insert your practice's response here***

All of our providers and nursing staff are available for telehealth visits. In addition to meeting with your physician, you may be scheduled to meet with our nurse practitioners.

18. How long will patients typically have to wait for a telehealth appointment?

***Insert your practice's response here***

The process and wait time is similar to scheduling an in-person visit. When we receive your appointment request, we will call you for scheduling. Appointments are made based on availability of your care provider and the time needed to provide you with focused care.

19. What types of services can be handled effectively via telehealth?

***Insert your practice's response here***

Almost any exam be conducted via a virtual visit, but certain types of visits may be more effective via telemedicine such as new patient and follow up visits. If your treatment plan requires diagnostic testing and lab work, together, we will make the appropriate arrangements for next steps.

20. How can patients schedule a telehealth appointment?

***Insert your practice's response here***

Please contact our appointment scheduler as you normally would and request to set up a video visit with your provider. Following the set up of your appointment, we will provide you with detailed instructions that includes the time of your visit and detailed instructions for downloading the free, secure app we use for video visits.

If preferable, this visit can also be held over a phone call.

## FREQUENTLY ASKED PATIENT QUESTIONS



21. How long is a telehealth appointment and do patients need to do anything to prepare?

***Insert your practice's response here***

We allocate the same amount of time needed to address your needs whether in-person or via virtual and/or phone.

It is important to prepare for this visit the same as if you were coming in to see us.

To maximize the effectiveness of your visit, please do the following:

- Fill out any paperwork or make sure what we have on file is up to date.
- Check with your insurance company to ensure coverage for your visit.
- Write down any questions or points you want to raise with your provider. Include symptoms, recent monitoring such as blood pressure or glucose levels and list of current medications. Keep your pen and paper nearby for new notes.
- Test your equipment by ensuring your phone sound is on and that your camera has access to the app you have downloaded.
- Plan where you want your visit to take place. This may be best in a private, quiet setting to minimize interruptions during your visit.
- Consider having someone else join you. It might be helpful to have a family member sit on the call with you to help take notes or to raise other concerns with the provider if you forget something.
- Minimize distractions so that you can give your provider your undivided attention. Shut off notifications on your cell phone and shut down apps that might create distractions or noise.

22. Once an appointment is scheduled, what will happen next? How do I know next steps for connecting with my provider at the time of the telehealth appointment?

***Insert your practice's response here***

Upon confirmation of your appointment, we will provide you with detailed instructions that includes the time of your visit and detailed instructions for downloading the free, secure app we use for video visits.

23. What digital platform is used for telehealth appointments?

Will I need to download any software beforehand?

***Insert your practice's response here***

In order to ensure the privacy of your visit, we utilize SYSTEM, an encrypted video platform that works with both Android and Apple platforms as well as with your home computer. This service is like a phone call, but more secure and interactive. Once your appointment has been scheduled, we will send you detailed instructions on how to download and prepare for your virtual appointment.

24. How are telehealth appointments billed?

***Insert your practice's response here***

Due to the impact of COVID19, the Centers for Medicare & Medicaid Services (CMS) has broadened access to Medicare telehealth services so that beneficiaries can receive a wider range of services from their doctors without having to travel to a healthcare facility. Many private insurers have also expanded what they'll cover related to telehealth. If you have any questions, please contact your insurance provider or contact our business office as we may be able to provide you with information.



# FREQUENTLY ASKED PATIENT QUESTIONS



## Contact Us with Questions or Concerns

25. What are the various channels for getting in touch?

***Insert your practice's response here***

For any question regarding your care, please contact us at INSERT NUMBER. The prompts will guide you to the options for contacting our schedulers, nurse line and business office. You can also visit our website at INSERT WEBSITE. We are also on Facebook and Twitter INSERT SOCIAL HANDLES.

26. If patients' portals are an option, how can patients sign up for an account?

Please visit INSERT LINK TO PATIENT PORTAL to set up your account. Here you will be able to keep track of past appointments, view test results and keep track of future events. You can also use this portal to send private and secure messages to the staff who will then manage your inquiries as appropriate.

27. How long will it take to get a response?

***Insert your practice's response here***

Your health is our primary focus and therefore, we will contact you immediately if there is anything we need to discuss regarding the immediacy of your care. For questions about appointments, please contact us at INSERT NUMBER to speak with one of our schedulers. For inquiries submitted through our website, we try our best to respond to all patients within 24 hours for non-emergent responses.