

# Telephone Patient Outreach Communications

1

## Drive-Thru Clinic Information

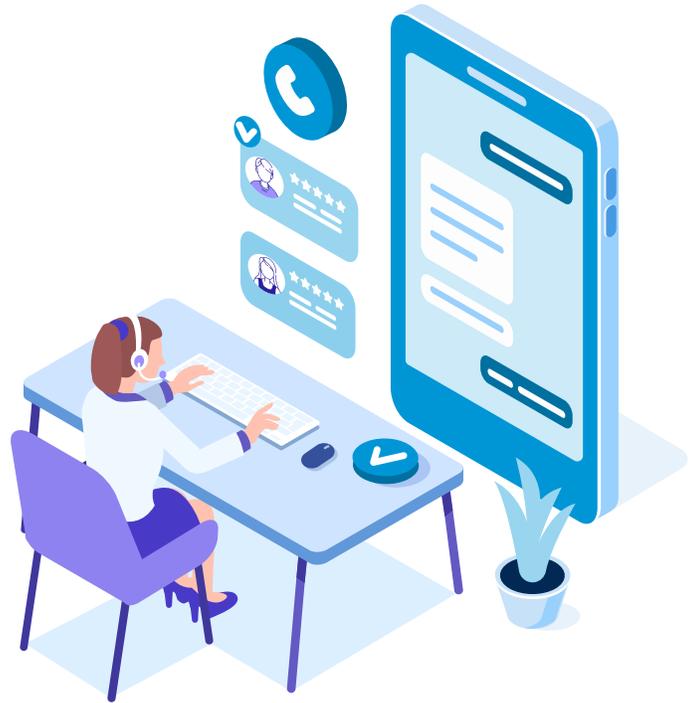
Hello, this is (Name).

I'm calling to let you know that (Office Name) will be holding a drive-thru immunization clinic on (Date) at (Location). We know you may not be comfortable coming into the office for vaccination during these uncertain times, but it's now more important than ever to adhere to the CDC immunization schedule for your age group to help protect against a variety of vaccine-preventable diseases. One of the best ways to do that is to get vaccinated, and we want you to feel comfortable doing so.

The drive-thru immunization clinic provides you the opportunity to get CDC-recommended vaccinations without leaving your vehicle. Staff will wear personal protective equipment and follow all CDC guidelines to ensure safety for both you and our staff.

To ensure minimal contact and smooth operation, we will ask you to email or fax a copy of your insurance card to us before the appointment, if it is not already on record. Call us back at (Office Number) between the hours of (Office Hours) to schedule your appointment or if you have any additional questions.

Thank you! Goodbye.



# Telephone Patient Outreach Communications

2

## Office Preparation and Adjustments

Hello, this is (Name).

I'm calling from (Office Name) and wanted to reach out to let you know that our practice's number 1 priority is your safety, well-being, and peace of mind.

You may be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, but we encourage you to still make an appointment. We are taking all necessary steps to ensure our office is ready for your visit, focusing on strict sanitation and safety methods for all staff and visiting patients. We also have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for our older and at-risk patients to minimize exposure.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office back at (Office Number) between the hours of (Office Hours).

Thank you!

3

## General Reassurance of Importance of Visits and Vaccinations

Hello, this is (Name) from (Office Name).

I wanted to reach out and reassure you that our practice's number 1 priority is your safety, well-being, and peace of mind. To minimize exposure to the COVID-19 virus and avoid overloading the health system, many people have put off coming in for well visits, as well as new or recurring ailments.

While we understand these hesitations, we are here for you, your family, your safety, and, of course, your health. It's now more important than ever to adhere to the CDC immunization schedule for your age group in order to help protect against a variety of vaccine-preventable diseases. One of the best ways to do that is to get vaccinated. To better navigate these uncertain times, our office has now instituted new guidelines for all staff and visiting patients. Don't put off coming into the office—call to make an appointment instead.

If you have questions about any of the new guidelines or would like to schedule an appointment, including vaccinations, please call our office back at (Office Number) between the hours of (Office Hours).

Thank you!

# Telephone Patient Outreach Communications

## 4a Adult Vaccination Importance Reminder

Hello, this is (Name) from (Office Name).

I am calling to remind you that during these unprecedented times, it's very important to do what you can to help protect yourself against vaccine-preventable diseases for which we have vaccines, and that means making sure you're up-to-date with all vaccinations.

For older patients, it's critical that you receive all vaccinations according to the CDC immunization schedule for your age group. Helping to protect yourself is now more important than ever, and one of the best ways to do that is to get vaccinated. We will be holding a drive-thru immunization clinic on (Date) at (Location) so you have the opportunity to get CDC-recommended vaccinations without leaving your vehicle. Your safety is our number 1 priority, so we also have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for our older and at-risk patients to minimize exposure.

Call us back at (Office Number) to schedule your drive-thru immunization clinic appointment, an office visit, or if you have any questions.

Thank you!

## 4b Pediatric/Adolescent Vaccination Importance Reminder

Hello, this is (Name) from (Office Name).

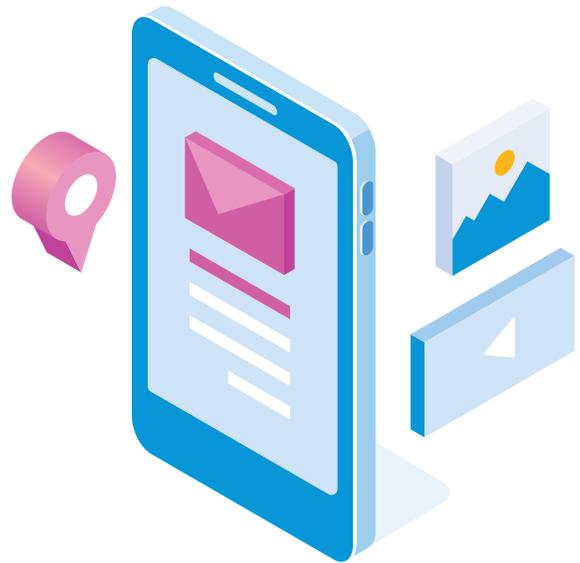
I am calling to remind you that during these unprecedented times, it's very important to do what you can to help protect yourself and your (child/children) against vaccine-preventable diseases for which we have vaccines, and that means making sure they're up-to-date with all vaccinations.

It's important to make sure your children are vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule, and adhering to that schedule is critical for your (child's/children's) health. We will be holding a drive-thru immunization clinic on (Date) at (Location) so you and your family have the opportunity to get CDC-recommended vaccinations without leaving your vehicle.

Call us back at (Office Number) to schedule your drive-thru immunization clinic appointment, an office visit, or if you have any questions.

Thank you!

# Email Patient Outreach Communications



1

## Drive-Thru Clinic Information

### Subject Line:

We're holding a drive-thru immunization clinic—  
schedule your appointment now.

Hello,

During these unprecedented times, it is more important than ever to do what you can to help protect yourself against diseases that we currently have vaccines for, and that means making sure you're up-to-date with all vaccinations. We also know that these are uncertain times and recognize you may not be comfortable coming into the office at this time for that vaccination, but it's now more important than ever to adhere to the CDC immunization schedule for your age group to help protect against a variety of vaccine-preventable diseases. One of the best ways to do that is to get vaccinated.

This is why we will be holding a drive-thru immunization clinic on **(Date)** at **(Location)**. We want to provide you the opportunity to get CDC-recommended vaccinations without leaving the comfort and safety of your vehicle. Our staff will of course be wearing personal protective equipment and following CDC guidelines to ensure your safety and ours.

Call us at **(Office Number)** to schedule your appointment now. To ensure minimal contact and smooth operation, we will ask you to email or fax a copy of your insurance card to us before the appointment, if it is not already on record.

If you have any questions or if you would like to schedule your drive-thru immunization clinic appointment, please give us a call at **(Office Number)** between the hours of **(Office Hours)**.

Sincerely,

**(HCP/Office Staff)**  
**(Practice Name)**

# Email Patient Outreach Communications

## 2 Office Preparation and Adjustments

**Subject Line:** Your safety is our number 1 priority.

Hello,

We recognize that we are living in unprecedented times, and we wanted to reach out and reassure you that our practice's number 1 priority is your safety, well-being, and peace of mind. While many might be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, we encourage you to make an appointment. Your health cannot be taken for granted, and we are taking any and all necessary steps to ensure our office is ready for you.

While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients.

(List new guidelines such as all surfaces are wiped down after every patient use, separated seating in waiting room, or patients being escorted directly into exam rooms, etc.)

We have a stock of personal protective equipment, and all staff is required to wear masks and gloves at all times. In addition, we have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for older patients (65+) to further minimize exposure.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

# Email Patient Outreach Communications

3

## General Reassurance of Importance of Visits and Vaccinations

**Subject Line:** Don't put off your health. Come in for a visit.

Hello,

We recognize that we are living in unprecedented times, and we wanted to reach out and reassure you that our practice's number 1 priority is your safety, well-being, and peace of mind. Many have put off well visits or have been reluctant to come in with new or recurring ailments to minimize exposure to the COVID-19 virus and to not overload the health system.

We understand and we want to reassure you that we are here for you, your family, your safety, and, of course, your health. It's now more important than ever to adhere to the CDC immunization schedule for your age group in order to help protect against a variety of vaccine-preventable diseases. One of the best ways to do that is to get vaccinated. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients. We are fully staffed and ready for you. Health is of the utmost importance, especially now, and we encourage you to call and make an appointment, either for a well visit and CDC-recommended vaccinations or for new or recurring ailments.

If you have any questions about any of the new guidelines or would like to schedule an appointment, including vaccinations, please call our office at [\(Office Number\)](#) between the hours of [\(Office Hours\)](#).

Sincerely,

[\(HCP/Office Staff\)](#)  
[\(Practice Name\)](#)

# Email

## Patient Outreach Communications

### 4a Adult Vaccination Importance Reminder

**Subject Line:** Getting CDC-recommended vaccinations is now more important than ever.

Hello,

During these unprecedented times, it is more important than ever to do what you can to help protect yourself against diseases that we currently have vaccines for, and that means getting CDC-recommended vaccinations. For older patients, it's critical that you receive all vaccinations according to the CDC immunization schedule for your age group. Helping to protect yourself is now more important than ever, and one of the best ways to do that is to get vaccinated.

We are here for you during these uncertain times to provide you the care and service you've always trusted. We will be holding a drive-thru immunization clinic on **(Date)** at **(Location)** so you have the opportunity to get routine vaccinations without leaving the comfort and safety of your vehicle. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients to ensure your safety is our number 1 priority.

Call us at **(Office Number)** to schedule your drive-thru immunization clinic appointment or an office visit. We have instituted new hours of **(Days/Hours)** and have reserved **(Days/Hours)** for older patients (65+) to further minimize exposure.

We look forward to seeing you; if you have any questions, please don't hesitate to call our office.

Sincerely,

**(HCP/Office Staff)**

**(Practice Name)**

# Email Patient Outreach Communications

## 4b Pediatric/Adolescent Vaccination Importance Reminder

**Subject Line:** Make sure to help protect your family against vaccine-preventable diseases.

Hello,

During these unprecedented times, it's more important than ever to do what you can to help protect yourself and your (child/children) against diseases that we currently have vaccines for, and that means getting CDC-recommended vaccinations. It's important to make sure your children are vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule and adhering to that schedule is critical for your (child's/children's) health.

We are here for you and your family during these uncertain times to provide the care and service you've always trusted. We will be holding a drive-thru immunization clinic on (Date) at (Location) so you and your family have the opportunity to get your routine vaccinations without leaving the comfort and safety of your vehicle. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients to ensure your safety is our number 1 priority.

Call us at (Office Number) to schedule your drive-thru immunization clinic appointment or an office visit. We have instituted new hours of (Days/Hours).

We look forward to seeing you and your family; if you have any questions, please don't hesitate to call our office.

Sincerely,

(HCP/Office Staff)

(Practice Name)

# EHR/Health Portal Patient Outreach Communications

1

## Drive-Thru Clinic Information

### Subject Line:

We're holding a drive-thru immunization clinic—schedule your appointment now.

Hello,

We will be holding a drive-thru immunization clinic on **(Date)** at **(Location)**—allowing you to get your CDC-recommended vaccinations without leaving your vehicle. Although you may not be comfortable coming into the office for vaccination during these uncertain times, it's now more important than ever to adhere to the CDC immunization schedule for your age group to help protect against a variety of vaccine-preventable diseases. One of the best ways to do that is to get vaccinated.

Staff will wear personal protective equipment and follow all CDC guidelines to ensure safety for both you and our staff.

Please email or fax a copy of your insurance card to us before the appointment, if not already on record, to ensure minimal contact and smooth operation. If you have any questions, or if you would like to schedule your drive-thru immunization clinic appointment, please give us a call at **(Office Number)** between the hours of **(Office Hours)**.

Sincerely,

**(HCP/Office Staff)**

**(Practice Name)**



# EHR/Health Portal Patient Outreach Communications

## 2 Office Preparation and Adjustments

**Subject Line:** Your safety is our number 1 priority.

Hello,

We wanted to reach out to let you know that our practice's number 1 priority is your safety, well-being, and peace of mind. You may be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, but we encourage you to still make an appointment. We are taking all necessary steps to ensure our office is ready for your visit, with a focus on strict sanitation and safety methods.

**New guidelines include:**

- Wiping down all surfaces after each patient use
- Separating waiting room seating, ensuring adequate stock of personal protective equipment
- Requiring staff to wear masks and gloves at all times
- New office hours of (Days/Hours)
- Reserved (Days/Hours) for our older and at-risk patients to minimize exposure

If you have any questions about any of the new guidelines, or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

# EHR/Health Portal Patient Outreach Communications

3

## General Reassurance of Importance of Visits and Vaccinations

**Subject Line:** Don't put off your health. Come in for a visit.

Hello,

We wanted to reach out and reassure you that the practice's number 1 priority is your safety, well-being, and peace of mind. To minimize exposure to the COVID-19 virus and avoid overloading the health system, many people have put off coming in for well visits, as well as new or recurring ailments.

While we understand these hesitations, we are here for you, your family, your safety, and, of course, your health. It's now more important than ever to adhere to the CDC immunization schedule for your age group in order to help protect against a variety of vaccine-preventable diseases. One of the best ways to do that is to get vaccinated. To better navigate these uncertain times, our office has now instituted new guidelines for all staff and visiting patients. Don't put off coming into the office—call to make an appointment instead.

If you have questions about any of the new guidelines, or would like to schedule an appointment, including CDC-recommended vaccinations, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

# EHR/Health Portal Patient Outreach Communications

## 4a Adult Vaccination Importance Reminder

**Subject Line:** Getting CDC-recommended vaccinations is now more important than ever.

Hello,

During these unprecedented times, it is more important than ever to do what you can to help protect yourself against diseases that we currently have vaccines for, and that means getting CDC-recommended vaccinations.

For older patients, it's critical to get all vaccinations according to the CDC immunization schedule for your age group. Helping to protect yourself is now more important than ever and one of the best ways to do that is to get vaccinated. We will be holding a drive-thru immunization clinic on **(Date)** at **(Location)** so you have the opportunity to get routine vaccinations without leaving your vehicle. Your safety is our number 1 priority, so we also have instituted new hours of **(Days/Hours)** and have reserved **(Days/Hours)** for our older and at-risk patients to minimize exposure.

Call us at **(Office Number)** to schedule your drive-thru immunization clinic appointment, an office visit, or if you have any questions. Thank you!

Sincerely,

**(HCP/Office Staff)**

**(Practice Name)**

# EHR/Health Portal Patient Outreach Communications

4b

## Pediatric/Adolescent Vaccination Importance Reminder

**Subject Line:** Make sure to help protect your family against vaccine-preventable diseases.

Hello,

During these unprecedented times, it is more important than ever to do what you can to help protect yourself and your (child/children) against diseases that we currently have vaccines for, and that means getting CDC-recommended vaccinations.

It's important to make sure your children are vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule and adhering to that schedule is critical for your (child's/children's) health. We will be holding a drive-thru immunization clinic on (Date) at (Location) so you and your family have the opportunity to get routine vaccinations without leaving your vehicle.

Call us at (Office Number) to schedule your drive-thru immunization clinic appointment, an office visit, or if you have any questions. Thank you.

Sincerely,

(HCP/Office Staff)  
(Practice Name)

# Text/Social Media Patient Outreach Communications

1

## Drive-Thru Clinic Information

**HELP PROTECT YOURSELF.**

**GET YOUR NECESSARY VACCINATIONS.**

You may not be comfortable coming into the office for your necessary vaccinations. So, we will be holding a drive-thru immunization clinic on **(Date)**.

**Contact us for more information.**

**GET YOUR NECESSARY VACCINATIONS  
AT THE DRIVE-THRU.**

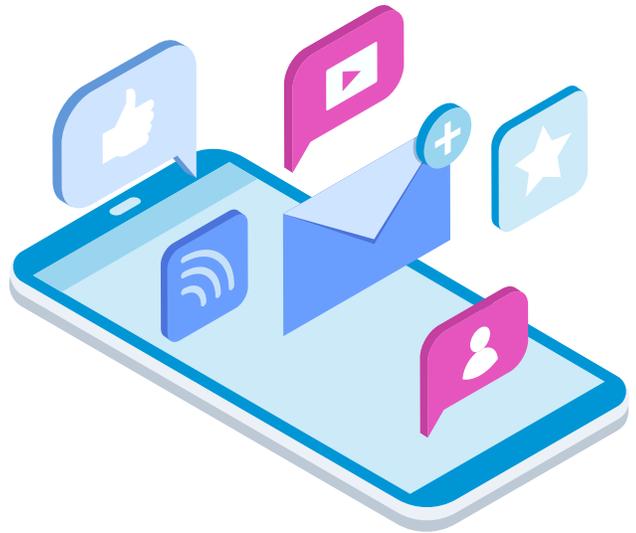
We will be holding a drive-thru immunization clinic on **(Date)** so you can get your CDC-recommended vaccinations without leaving the comfort or safety of your vehicle.

**Contact us for more information.**

**YOUR NECESSARY VACCINATIONS ARE  
AROUND THE CORNER.**

A new drive-thru immunization clinic is opening near you. So you can get your CDC-recommended vaccinations according to your age group's CDC immunization schedule without leaving the comfort and safety of your vehicle.

**Call to make an appointment.**



# Text/Social Media Patient Outreach Communications

2

## Office Preparation and Adjustments

**CHECK YOUR HEALTH.  
KEEP YOUR PEACE OF MIND.**

We have now instituted new guidelines for all staff and visiting patients with strict surface sanitation and all staff wearing personal protective equipment. **Make an appointment today.**

**WE WANT TO SEE YOU SAFE.**

Our practice's number 1 priority is your health and your safety, so we have taken strict sanitation measures and new guidelines for our staff to be ready to **see you in the office soon.**

**SAFETY FIRST.**

With every protective and sanitary measure in place, **we encourage you to make an appointment** for a well visit or, more importantly, for new or existing ailments.

**BE CERTAIN IN UNCERTAIN TIMES.**

While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients so you can **safely come in for a visit.**

3

## General Reassurance of Importance of Visits and Vaccinations

**YOUR HEALTH IS WORTH A VISIT.**

During these unprecedented times, it's now more important than ever to adhere to the CDC immunization schedule for your age group. Help protect yourself against a variety of vaccine-preventable diseases—get vaccinated. **Call us today.** (Phone Number)

**YOUR HEALTH IS WORTH A CALL.**

We are here for you and your family during these uncertain times to provide the care and service you've always trusted. **Call or come in for a visit.** We're expecting you.

**YOUR HEALTH CAN'T WAIT.**

We are here for you and your family during these uncertain times to provide the care and service you've always trusted. Don't wait. **Make an appointment today.**

**DON'T LET CONCERN ABOUT COVID-19  
COMPROMISE YOUR HEALTH.**

We understand, and we want to reassure you that our office has now instituted new guidelines for all staff and visiting patients so you can safely come in. **Make an appointment today.**

# Text/Social Media Patient Outreach Communications

4a

## Adult Vaccination Importance Reminder

### VACCINATION IS IN YOUR CONTROL.

During these unprecedented times, it's now more important than ever to adhere to the CDC immunization schedule for your age group. Help protect yourself against a variety of vaccine-preventable diseases—get vaccinated. **Make an appointment today.**

### KEEPING THE FOCUS ON YOU.

It's critical that you receive all CDC-recommended vaccines to help protect against a variety of vaccine-preventable diseases. **Call to make an appointment.**

### IT'S TIME FOR PREVENTATIVE VACCINES.

During these unprecedented times, it's now more important than ever to adhere to the CDC immunization schedule for your age group. **Help protect yourself against a variety of vaccine-preventable diseases—get vaccinated.**

4b

## Pediatric/Adolescent Vaccination Importance Reminder

### BACK TO SCHOOL— OR LEARNING FROM HOME

During these unprecedented times, it's now more important than ever to help protect your children. Make sure they're vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule, and adhering to that schedule is critical for your **(child's/children's)** health. **Make an appointment today.**

### YOUR CHILD'S CDC-RECOMMENDED VACCINATION IS AROUND THE CORNER.

We will be holding a drive-thru immunization clinic on **(Date)** at **(Location)** so your child can get their CDC-recommended vaccinations without leaving the comfort and safety of your vehicle. **Call for information.**

### HELP PROTECT YOUR CHILDREN AGAINST VACCINE-PREVENTABLE DISEASES.

Make sure they're vaccinated against conditions such as tetanus, diphtheria, pertussis, measles, and meningococcal meningitis. The CDC has put forth an immunization schedule, and adhering to that schedule is critical for your **(child's/children's)** health. **Make your appointment today.**