

Appendix A: Empathic communication for allied health staff tasked with rescheduling appointments

[Pick the date]

[Recipient Name]

[Street Address]

[City, ST ZIP Code]

Dear [Recipient Name]:

Thank you for contacting the Office of Patient Experience regarding your concerns about the recent COVID-19 situation. Your health and safety is important to us and this has been a scary time for many in our community.

In support of ongoing social distancing efforts in response to the COVID-19 situation, _____ has limited access for new appointments/elective surgery.

We recognize it is disappointing to hear that your appointment/procedure/surgery had to be delayed/rescheduled/cancelled and want to reassure you that your safety is priority.

We hope this letter conveys how seriously _____ values the safety of our patients, visitors and staff. Please feel free to contact the Office of Patient Experience with any further concerns. We also encourage you to visit our website _____ for ongoing updates related to COVID-19.

Sincerely,