Insert practice logo here

\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 2020

Dear Dr. \_\_\_\_\_\_\_\_\_\_\_\_,

We are writing to thank you for trusting us to care for the foot and ankle needs of your patients and to inform you of an update to our new patient scheduling policy.

Since the onset of the pandemic we have been working diligently to keep our clinic running as efficiently as possible while limiting contact between patients and team members. In order to maintain a safe and sanitary environment, we methodically reserve appointment time slots based on reason for visit, allowing us to follow structured treatment protocols, providing the highest quality care and optimal outcomes.

It is for this reason that as of \_\_\_\_\_\_\_\_\_, we insist on speaking directly with referred patients prior to officially scheduling their appointment. When you or a member of your staff calls our office with a patient referral, basic information will be collected including best phone number for a pre-visit interview and reason for visit. An appointment will then be temporarily scheduled.

Patients should be advised that this appointment will be marked as tentative until they speak in person with a member of our reception staff. By doing so, we assure that patients are aware of their appointment day and time and can be prepared ahead of their visit. This updated protocol also helps to avoid patient cancelations and no shows due to miscommunications which often lead to other patients in need receiving delayed treatment.

If you have any questions, please feel free to contact us. We thank you for your attention and understanding during these unprecedented times. Stay safe and well and we look forward to continuing to care for your patients in a most timely and comprehensive way.

Sincerely,

Practice/Doctor Name

Phone Number

Website