Script for patient reminder calls (COVID era)

“Good morning/afternoon/evening” this is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ calling from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to remind you of your appointment tomorrow at \_\_\_\_\_ morning/afternoon and to make sure that you are feeling well and that you haven’t been exposed to someone who has tested positive for COVID-19.

Have you or anyone in your household recently been coughing, had trouble breathing, fever, chills or loss of taste or smell?

Have you or anyone in your household traveled outside the state or country in the last 21 days?

Have you or anyone in your household been recently exposed to someone that has tested positive for COVID-19?

In order to keep wait times down and a minimum number of patients in our reception area, we ask that you do not arrive more than 10 minutes ahead of your appointment time. If you arrive early, please call the office from your vehicle and let us know you are here. We will then call you back and let you know when to come in.

When you arrive, you will be asked to wear a mask at all times, to complete and sign a COVID-19 questionnaire and have your temperature taken.

Thank you so much for your time and we look forward to seeing you tomorrow.