

SAMPLE DOCUMENT: Website Notice for Practices to Post During the COVID-19 Crisis

[Members: You can adapt the following sample text and bulleted items according to your practice's individual situation. If you need help in customizing this sample notice, we are here to help. Please contact your patient safety risk manager at patientsafety@thedoctors.com or (800) 421-2368.]

Our practice is doing everything possible to ensure the safety of our patients and staff during the COVID-19 pandemic. We continue to monitor the latest developments on a national, regional, and local basis and to follow recommended best practices from the Centers for Disease Control and Prevention as well as guidelines from our local and state health departments. Our practice is taking the following actions to address the COVID-19 crisis:

- We are postponing all routine appointments. We will contact you to reschedule any upcoming appointments.
- We are postponing all elective, nonurgent inpatient and outpatient surgeries and procedures.
- We will continue to answer questions and respond to urgent inquiries by telephone.
- We are limiting our hours of practice and the types of care given/procedures performed. Currently, our hours are [insert hours]. We are currently providing [types of services].
- We are temporarily closing our practice and have arranged coverage for our patients with [insert name of physician, practice, or other provider] at [insert telephone number and email address].
- We are suspending in-person visits and are providing telephone consultations. Please contact us at [insert phone number] to arrange a consultation.
- We are suspending in-person visits and are integrating telehealth into our practice. To participate in telehealth consultations, [download the telehealth consent form (insert link to authorization form) or call us at (insert phone number), and we will send the form to you]. Returning the signed document to our office promptly will help ensure continuity of care.
- Prescription refills are available consistent with federal and state laws. Our policy for medication refills is outlined at [insert link].
- Consultations with your other healthcare providers and specialty consultants will continue to be conducted by this office by telephone and secure email.
- Inquiries may be submitted through our secure patient portal at [insert link]; responses will be made within three business days of receipt.
- If you experience any medical emergencies during hours that we are not open [or during our temporary closure], please call 911 immediately for assistance.
- We will make your medical records available upon receipt of a completed and signed HIPAA-compliant release form. Please call our office for a copy of the authorization form [or download the authorization directly at (insert web address)].

We will continue to update this webpage with any changes we make to our hours or to the services that we provide. We will also post news about any anticipated return to our normal schedule.

If you have any questions, please contact us by telephone at [insert number] or by email at [insert email address]. We will respond as soon as we can.

Thank you for choosing our practice. We appreciate your patience during this difficult time.

Posted or updated: [insert date]

This sample letter is for reference purposes only. It is a general guideline, not a statement of standard of care, and should be edited and amended to reflect policy requirements of your practice site(s), CMS and accreditation requirements, if any, and legal requirements of your individual state(s).