



COMMUNICATIONS TO RESCHEDULE APPOINTMENTS

PHONE SCRIPT:

We are reaching out because you have an upcoming appointment, and we want to make sure you are cared for during this unprecedented time of COVID-19.

The [Insert appropriate board or organization] has released a recommendation **that “all non-essential and elective dental services should be suspended immediately”**.

As such, are reaching out to you to reschedule your upcoming appointment...

[If you don't reach them and leave a message]

Please call us back at [phone number] or visit hellodent.com to reschedule your appointment for a later date.

EMAIL / POSTING AT PRACTICE:

Dear valued patient,

Our practice undertakes industry best-in-class infection prevention and control measures, and we strongly believe that with sufficient protective measures in place, a dental practice represents a safe and low-risk environment for our patients.

We also keenly recognize our shared obligation and duty to minimize the spread of COVID-19 and to protect the health and wellbeing of our patients, staff and the broader community.

As you may be aware, the [Insert provincial board or organization] has released recommended steps for its members to take. They are strongly recommending **that “all non-essential and elective dental services should be suspended immediately”**.

As such, we will be reaching out to you to reschedule all routine and non-essential dental procedures until the risk of transmission is lower, not only in the practice but in the community at large.

You will be receiving a phone call shortly to reschedule should you have an upcoming appointment. If you would like to reach out to us directly please call [phone number] or visit hellodent.com to request a desired appointment reschedule.

Your oral care staff at,

[Practice Name]