



PATIENT COMMUNICATION TEMPLATES

EMAIL TO PATIENTS:

To our patients and your families,

Your oral care is our number one priority and if you or your family member has a dental emergency, we are here for you.

Please **call our main number** immediately, so we can actively address your needs.

You can also **visit hellodent.com** to find **immediate urgent care options** or to request a future appointment.

We keenly recognize our duty to minimize the spread of COVID-19 to protect the health and wellbeing of our patients, staff and the broader community, with best in class protective measures in place, our practice presents a safe and low-risk environment for you.

*We will be reaching out to **reschedule all of your routine visits once normal operations resume.***

FRONT DESK LETTER:

Given recent events around COVID-19, we are suspending all non-urgent and routine services and will be only taking emergency patients.

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You can also **visit hellodent.com** to find **immediate urgent care options** or to request a future appointment.

*We will be reaching out to **reschedule all of your routine visits once normal operations resume.***

VOICEMAIL MESSAGE:

Please note we are only accepting emergency patients. If you have a dental emergency please leave a message, we are actively monitoring this line and will call you back shortly. Alternatively if you would like to reschedule an appointment please leave a preferred date and time or visit hellodent.com. **As always your care is very important to us!**