

Telephone Patient Outreach Communications

1

Drive-Thru Clinic Information

Hello, this is (Name).

I'm calling to let you know that (Office Name) will be holding a drive-thru flu clinic on (Date) at (Location). We know you may not be comfortable coming into the office for vaccination during these uncertain times, but it is also more important than ever to get an annual flu vaccine to help protect you against the flu.

The drive-thru flu clinic provides you the opportunity to get your flu vaccine without leaving your vehicle. Staff will wear personal protective equipment and follow all CDC guidelines to ensure safety for both you and our staff.

To ensure minimal contact and smooth operation, we will ask you to email or fax a copy of your insurance card to us before the appointment, if it is not already on record. Call us back at (Office Number) between the hours of (Office Hours) to schedule your appointment or if you have any additional questions.

Thank you! Goodbye.



Telephone Patient Outreach Communications

2

Office Preparation and Adjustments

Hello, this is (Name).

I'm calling from (Office Name) and wanted to reach out to let you know that our practice's number 1 priority is your safety, well-being, and peace of mind.

You may be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, but we encourage you to still make an appointment. We are taking all necessary steps to ensure our office is ready for your visit, focusing on strict sanitation and safety methods for all staff and visiting patients. We also have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for our older and at-risk patients to minimize exposure.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office back at (Office Number) between the hours of (Office Hours).

Thank you!

3

General Reassurance of Importance of Visits

Hello, this is (Name) from (Office Name).

I wanted to reach out and reassure you that our practice's number 1 priority is your safety, well-being, and peace of mind. In order to minimize exposure to the COVID-19 virus and avoid overloading the health system, many people have put off coming in for well visits, as well as new or recurring ailments.

While we understand these hesitations, we are here for you, your family, your safety, and, of course, your health. Getting an annual flu vaccination is one of the best ways to help protect you against influenza. To better navigate these uncertain times, our office has now instituted new guidelines for all staff and visiting patients. Don't put off coming into the office—call to make an appointment instead.

If you have questions about any of the new guidelines or would like to schedule an appointment, please call our office back at (Office Number) between the hours of (Office Hours).

Thank you!

Telephone Patient Outreach Communications

4a Adult Vaccination Importance Reminder

Hello, this is (Name) from (Office Name).

I am calling to remind you that a possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's very important to do what you can to help protect yourself against the flu, and that means getting a flu vaccination.

For older patients, the flu can be particularly dangerous, and it's critical that you receive an annual preventative vaccine that helps provide the protection you need against influenza. We will be holding a drive-thru flu clinic on (Date) at (Location) so you have the opportunity to get your flu vaccine without leaving your vehicle. Your safety is our number 1 priority so we also have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for our older and at-risk patients to minimize exposure.

Call us back at (Office Number) to schedule your drive-thru flu clinic appointment, an office visit, or if you have any questions.

Thank you!

4b Pediatric Vaccination Importance Reminder

Hello, this is (Name) from (Office Name).

I am calling to remind you that a possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's very important to do what you can to help protect you and your (child/children) against the flu, and that means getting a flu vaccination.

When children between 6 months and 8 years of age receive their first-ever flu vaccine, they then require a second dose at least 4 weeks after the first. We will be holding a drive-thru flu clinic on (Date) at (Location) so you and your family have the opportunity to get your flu vaccine without leaving your vehicle.

Call us back at (Office Number) to schedule your drive-thru flu clinic appointment, an office visit, or if you have any questions.

Thank you!

Email Patient Outreach Communications



1

Drive-Thru Clinic Information

Subject Line:

We're holding a drive-thru flu clinic—
schedule your appointment now.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect yourself against the flu, and that means getting an annual preventative flu vaccine. We also know that these are uncertain times and recognize you may not be comfortable coming into the office at this time for that vaccination.

This is why we will be holding a drive-thru flu clinic on **(Date)** at **(Location)**. We want to provide you the opportunity to get your flu vaccination without leaving the comfort and safety of your vehicle. Our staff will of course be wearing personal protective equipment, and following CDC guidelines to ensure your safety and ours.

Call us at **(Office Number)** to schedule your appointment now. To ensure minimal contact and smooth operation, we will ask you to email or fax a copy of your insurance card to us before the appointment, if it is not already on record.

If you have any questions or if you would like to schedule your drive-thru flu clinic appointment, please give us a call at **(Office Number)** between the hours of **(Office Hours)**.

Sincerely,

(HCP/Office Staff)

(Practice Name)

Email Patient Outreach Communications

2 Office Preparation and Adjustments

Subject Line: Your safety is our number 1 priority.

Hello,

We recognize that we are living in unprecedented times, and we wanted to reach out and reassure you that our practice's number 1 priority is your safety, well-being, and peace of mind. While many might be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, we encourage you to make an appointment. Your health cannot be taken for granted, and we are taking any and all necessary steps to ensure our office is ready for you.

While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients.

(List new guidelines such as all surfaces are wiped down after every patient use, separated seating in waiting room, or patients being escorted directly into exam rooms, etc.)

We have a stock of personal protective equipment, and all staff is required to wear masks and gloves at all times. In addition, we have instituted new hours of (Days/Hours) and have reserved (Days/Hours) for older patients (65+) to further minimize exposure.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

Email Patient Outreach Communications

3

General Reassurance of Importance of Visits

Subject Line: Don't put off your health. Come in for a visit.

Hello,

We recognize that we are living in unprecedented times, and we wanted to reach out and reassure you that our practice's number 1 priority is your safety, well-being, and peace of mind. Many have put off well visits or have been reluctant to come in with new or recurring ailments to minimize exposure to the COVID-19 virus and to not overload the health system.

We understand and we want to reassure you that we are here for you, your family, your safety, and, of course, your health. Getting an annual preventative flu vaccination is one of the best ways to help protect you. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients. We are fully staffed and ready for you. Health is of the utmost importance, especially now, and we encourage you to call and make an appointment, either for a well visit or for new or recurring ailments.

If you have any questions about any of the new guidelines or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

Email Patient Outreach Communications

4a Adult Vaccination Importance Reminder

Subject Line: Getting a flu vaccination is now more important than ever.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect yourself against the flu, and that means getting an annual preventative flu vaccine. For older patients the flu can be particularly dangerous, and it's critical that you receive a vaccine that helps provide the protection you need against influenza.

We are here for you during these uncertain times to provide you the care and service you've always trusted. We will be holding a drive-thru flu clinic on **(Date)** at **(Location)** so you have the opportunity to get your flu vaccination without leaving the comfort and safety of your vehicle. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients to ensure your safety is our number 1 priority.

Call us at **(Office Number)** to schedule your drive-thru flu clinic appointment or an office visit. We have instituted new hours of **(Days/Hours)** and have reserved **(Days/Hours)** for older patients (65+) to further minimize exposure.

We look forward to seeing you; if you have any questions, please don't hesitate to call our office.

Sincerely,

(HCP/Office Staff)

(Practice Name)

Email Patient Outreach Communications

4b Pediatric Vaccination Importance Reminder

Subject Line: Make sure your family is protected this flu season.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect you and your (child/children) against the flu, and that means getting an annual preventative flu vaccine. Some children 6 months through 8 years of age require two doses of flu vaccine to help protect against influenza. Children in this age group who are getting vaccinated for the first time, and those who have only previously gotten one dose of vaccine, should get two doses of vaccine this season—spaced at least 4 weeks apart. It usually takes about two weeks after the second dose to help protect against influenza.

We are here for you and your family during these uncertain times to provide the care and service you've always trusted. We will be holding a drive-thru flu clinic on (Date) at (Location) so you and your family have the opportunity to get your flu vaccination without leaving the comfort and safety of your vehicle. While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients to ensure your safety is our number 1 priority.

Call us at (Office Number) to schedule your drive-thru flu clinic appointment or an office visit. We have instituted new hours of (Days/Hours).

We look forward to seeing you and your family; if you have any questions, please don't hesitate to call our office.

Sincerely,

(HCP/Office Staff)

(Practice Name)

EHR/Portal Patient Outreach Communications

1

Drive-Thru Clinic Information

Subject Line:

We're holding a drive-thru flu clinic—
schedule your appointment now.

Hello,

We will be holding a drive-thru flu clinic
on **(Date)** at **(Location)**—allowing you to
get your flu vaccination without leaving
your vehicle. Although you may not be
comfortable coming into the office for vaccination during these uncertain
times, it is more important than ever to help protect against the flu with an
annual flu vaccination.

Staff will wear personal protective equipment and follow all CDC guidelines
to ensure safety for both you and our staff.

Please email or fax a copy of your insurance card to us before the
appointment, if not already on record, to ensure minimal contact and smooth
operation. If you have any questions, or if you would like to schedule your
drive-thru flu clinic appointment, please give us a call at **(Office Number)**
between the hours of **(Office Hours)**.

Sincerely,

(HCP/Office Staff)

(Practice Name)



EHR/Portal Patient Outreach Communications

2 Office Preparation and Adjustments

Subject Line: Your safety is our number 1 priority.

Hello,

We wanted to reach out to let you know that our practice's number 1 priority is your safety, well-being, and peace of mind. You may be uncomfortable with the idea of well visits or, more importantly, visits for new or existing ailments, but we encourage you to still make an appointment. We are taking all necessary steps to ensure our office is ready for your visit, with a focus on strict sanitation and safety methods.

New guidelines include:

- Wiping down all surfaces after each patient use
- Separating waiting room seating, ensuring adequate stock of personal protective equipment
- Requiring staff to wear masks and gloves at all times
- New office hours of (Days/Hours)
- Reserved (Days/Hours) for our older and at-risk patients to minimize exposure

If you have any questions about any of the new guidelines, or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

EHR/Portal Patient Outreach Communications

3

General Reassurance of Importance of Visits

Subject Line: Don't put off your health. Come in for a visit.

Hello,

We wanted to reach out and reassure you that the practice's number 1 priority is your safety, well-being, and peace of mind. To minimize exposure to the COVID-19 virus and avoid overloading the health system, many people have put off coming in for well visits, as well as new or recurring ailments.

While we understand these hesitations, we are here for you, your family, your safety, and, of course, your health. Getting an annual preventative flu vaccination is the best way to help protect you against influenza. To better navigate these uncertain times, our office has now instituted new guidelines for all staff and visiting patients. Don't put off coming into the office—call to make an appointment instead.

If you have questions about any of the new guidelines, or would like to schedule an appointment, please call our office at (Office Number) between the hours of (Office Hours).

Sincerely,

(HCP/Office Staff)

(Practice Name)

EHR/Portal Patient Outreach Communications

4a Adult Vaccination Importance Reminder

Subject Line: Getting a flu vaccination is now more important than ever.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect yourself against the flu, and that means getting an annual preventative flu vaccine.

For older patients, the flu can be particularly dangerous. Getting an annual preventative flu vaccination is the best way to help protect you against influenza. We will be holding a drive-thru flu clinic on **(Date)** at **(Location)** so you have the opportunity to get your flu vaccination without leaving your vehicle. Your safety is our number 1 priority, so we also have instituted new hours of **(Days/Hours)** and have reserved **(Days/Hours)** for our older and at-risk patients to minimize exposure.

Call us at **(Office Number)** to schedule your drive-thru flu clinic appointment, an office visit, or if you have any questions. Thank you!

Sincerely,

(HCP/Office Staff)

(Practice Name)

EHR/Portal Patient Outreach Communications

4b Pediatric Vaccination Importance Reminder

Subject Line: It's time for your family's annual flu vaccine.

Hello,

With flu season approaching and the possibility of a re-emergence of COVID-19 in the fall, it is more important than ever to do what you can to help protect you and your (child/children) against the flu, and that means getting an annual preventative flu vaccine.

When children up to 8 years of age receive their first-ever flu vaccination, they then require a second dose at least 4 weeks after the first. We will be holding a drive-thru flu clinic on (Date) at (Location) so you and your family have the opportunity to get your flu vaccination without leaving your vehicle.

Call us at (Office Number) to schedule your drive-thru flu clinic appointment, an office visit, or if you have any questions. Thank you.

Sincerely,

(HCP/Office Staff)

(Practice Name)

Text/Social Media Patient Outreach Communications

1

Drive-Thru Clinic Information

**HELP PROTECT YOURSELF.
GET YOUR ANNUAL FLU VACCINE.**

You may not be comfortable coming into the office for your flu vaccine. So we will be holding a drive-thru flu clinic on **(Date)**. **Contact us for more information.**

**GET YOUR FLU VACCINE
AT THE DRIVE-THRU.**

We will be holding a drive-thru flu clinic on **(Date)** so you can get your annual flu vaccination without leaving the comfort or safety of your vehicle. **Contact us for more information.**

**YOUR FLU VACCINE IS
AROUND THE CORNER.**

A new drive-thru flu clinic is opening near you. So you can get your flu vaccine without leaving the comfort and safety of your vehicle. **Call to make an appointment.**



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Text/Social Media Patient Outreach Communications

2

Office Preparation and Adjustments

**CHECK YOUR HEALTH.
KEEP YOUR PEACE OF MIND.**

We have now instituted new guidelines for all staff and visiting patients with strict surface sanitation and all staff wearing personal protective equipment. **Make an appointment today.**

WE WANT TO SEE YOU SAFE.

Our practice's number 1 priority is your health and your safety, so we have taken strict sanitation measures and new guidelines for our staff to be ready to **see you in the office soon.**

SAFETY FIRST.

With every protective and sanitary measure in place, **we encourage you to make an appointment** for a well visit or, more importantly, for new or existing ailments.

BE CERTAIN IN UNCERTAIN TIMES.

While our office has always focused on strict sanitation and safety methods, we have now instituted new guidelines for all staff and visiting patients so you can **safely come in for a visit.**

3

General Reassurance of Importance of Visits

YOUR HEALTH IS WORTH A VISIT.

Flu season is approaching as well as the possibility of a re-emergence of COVID-19 this fall. It's more important than ever to get an annual flu vaccination to help protect you against the flu. **Call us today.** (Phone Number)

YOUR HEALTH IS WORTH A CALL.

We are here for you and your family during these uncertain times to provide the care and service you've always trusted. **Call or come in for a visit.** We're expecting you.

YOUR HEALTH CAN'T WAIT.

We are here for you and your family during these uncertain times to provide the care and service you've always trusted. Don't wait. **Make an appointment today.**

IS IT COVID-19, A COLD, OR THE FLU?

We can help you understand the difference based on your symptoms. If you are experiencing a cough, sneezing, headache, or fever, **call us today.** (Phone Number)

**DON'T LET COVID-19 COMPROMISE
YOUR HEALTH.**

We understand, and we want to reassure you that our office has now instituted new guidelines for all staff and visiting patients so you can safely come in. **Make an appointment today.**

Text/Social Media Patient Outreach Communications

4a Adult Vaccination Importance Reminder

ANNUAL FLU VACCINATION IS IN YOUR CONTROL.

A possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's important to get an annual flu vaccination to help protect against the flu. **Make an appointment today.**

KEEPING THE FOCUS ON YOU.

The flu can be particularly dangerous for anyone 50 years of age and older; it's critical that you receive an annual preventative vaccine that helps protect you against flu. **Call to make an appointment.**

A GENTLE REMINDER ABOUT THE FLU.

A possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's important to **schedule your annual flu vaccination to help protect against the flu.**

4b Pediatric Vaccination Importance Reminder

BACK TO SCHOOL— OR LEARNING FROM HOME

A possible re-emergence of COVID-19 in the fall could coincide with flu season, so it's important that your child gets an annual flu vaccination to help protect against the flu. **Make an appointment today.**

YOUR CHILD'S FLU VACCINATION IS AROUND THE CORNER.

We will be holding a drive-thru flu clinic on **(Date)** at **(Location)** so your child can get their annual flu vaccination without leaving the comfort and safety of your vehicle. **Call for information.**

REMEMBER, IT TAKES TWO.

Just a friendly reminder that children between 6 months and 8 years of age require a second dose of the influenza vaccine at least 4 weeks after their first dose. **Make your appointment today.**