



## Communicating Your Practices' COVID-19 Safety Response to Your Patients

During a healthcare crisis, active communication with patients is necessary to help the patients stay informed and safe. NC AHEC Practice Support has gathered some tips, examples, and resources to help you communicate with your patients during the COVID-19 pandemic.

What Should Be Communicated?	
<b>Business Information</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Hours of Operation (if different from normal)</li> <li><input type="checkbox"/> A direct phone line or email address for COVID-19 related requests, if possible.</li> <li><input type="checkbox"/> Onsite versus virtual appointment information                             <ul style="list-style-type: none"> <li>• What appointment types will be onsite versus virtual?</li> <li>• Do patients have a choice if they prefer an onsite visit where a virtual visit might be recommended?</li> </ul> </li> <li><input type="checkbox"/> Update website to reflect change in practice policies and patient protocols.</li> </ul>
<b>Pre-Arrival Check-In</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Details of when and how the practice will confirm an appointment.</li> <li><input type="checkbox"/> Information about what the patient should do if they have a fever or respiratory symptoms unrelated to their scheduled appointment. This should include procedure/information related to getting tested and/or treated for COVID-19.</li> </ul>
<b>Screening Upon Arrival</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Procedures for symptom screening immediately prior to onsite visits (e.g., vitals station)</li> </ul>
<b>Changes to Visitor Policies</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Describe any changes to your practice's visitor policy.</li> <li><input type="checkbox"/> If your practice is not currently allowing visitors, clearly identify any exceptions to the "no visitors" rule (e.g. caretakers for patients who are incapacitated).</li> <li><input type="checkbox"/> If visitors need to sign-in due to contact tracing, explain that process.</li> </ul>
<b>Required Personal Protective Equipment (PPE)</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Do your patients need to wear a mask? If so, explain:                             <ul style="list-style-type: none"> <li><input type="checkbox"/> What type of mask is acceptable</li> <li><input type="checkbox"/> Whether masks will be provided by the practice</li> </ul> </li> <li><input type="checkbox"/> What type of PPE should they expect the clinical staff to be wearing?</li> </ul>
<b>Social Distancing Measures</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide the process for checking in if it will be different than normal.</li> <li><input type="checkbox"/> Share what the patient should expect to see in the practice that might be different than usual (e.g. signage in chairs, areas closed off, Plexiglas barriers).</li> <li><input type="checkbox"/> Will physical contact (e.g. hugging, handshakes) be limited?</li> </ul>
<b>Cleaning and Disinfecting</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Share what will get cleaned and disinfected, and how often. This can be limited to items that wouldn't normally get cleaned and disinfected, such as pens and clipboards.</li> </ul>
<b>Links to Reputable Sources of Covid-19 Information</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide links to reputable sources of COVID-19 information, such as <a href="#">NC DHHS</a> and <a href="#">CDC</a></li> </ul>

## General Tips for Communicating to Patients



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## Examples of COVID-19 Patient Safety Communications

- [COVID-19 Educational Videos in American Sign Language \(ASL\) -- CDC](#)
- [Exam Room Posters – Tideland Health](#)
- [Face Covering Instructions – Tideland Health](#)
- [Floor Stickers – Tideland Health](#)
- [Safe and Ready to Serve You -- Beaumont](#)
- [Safe Care Signage -- Beaumont](#)
- [Safety Update for Patients and Visitors -- New York Presbyterian](#)
- [Steps to Safer Healthcare -- Baton Rouge General Physicians](#)

## Resources for Communicating About COVID-19 Beyond Physical Safety

- [COVID-19 Communication Resources -- Academy of Communication in Healthcare \(ACH\)](#)
- [COVID-19 Communication Resources -- American Hospital Association \(AHA\)](#)
- [COVID-19 Resources -- VitalTalk](#)
- [How to Effectively Communicate with Patients During COVID-19 -- PatientPop](#)
- [Tips on Communicating with Your Patients During the COVID-19 Pandemic -- American Society for Reproductive Medicine](#)

If you have questions or would like support on this topic please reach out to your local [AHEC practice support team](#).  
We can help!

### NORTH CAROLINA AHEC REGIONAL PRACTICE SUPPORT CONTACTS

