**MyChart Message to Patients**

**COVID OVERVIEW/TELEHEALTH BOILER PLATE LANGUAGE**

Dear patient,

During this time of public health concern, our team at [OFFICE/SPECIALTY NAME] wants to make sure you’re still able to access the health care services you need as safely as possible.

[INCLUDE IF RELEVANT] Most elective and non-urgent procedures and surgeries have been canceled, and we are making every effort to limit the number of patients we see in-person to help decrease the risk of virus transmission.

Over the past several weeks, The Ohio State University Wexner Medical Center has expanded our [telehealth](https://wexnermedical.osu.edu/telehealth) capabilities to help you continue to receive care at your convenience, from the comfort of your home.

Telehealth, or [video visits](https://wexnermedical.osu.edu/telehealth/scheduled-video-visits), are appropriate for many non-urgent health issues, follow-up appointments and screening. If an in-person visit is required, we’ll continue to take all necessary precautions to ensure your safety.

Here is how to take advantage of these new options:

**Existing appointments:** A member of our [OFFICE/SPECIALTY NAME] team will reach out to you to discuss converting your visit to a [video visit](https://wexnermedical.osu.edu/telehealth/scheduled-video-visits) where appropriate.

**Scheduled procedures**: If you have a scheduled procedure, we’ll reach out to you to reschedule and discuss any concerns you have.

**New appointments:** We are still taking new appointments, primarily through telehealth. Please call our office at [NUMBER] to schedule.

**Telehealth Immediate Care:** If your Primary Care Provider is unavailable to see you same-day, use our new Telehealth Immediate Care service for common health conditions like cold and flu symptoms, rashes, allergies, sinus infections and more. Talk to a doctor or nurse same-day with [Telehealth Immediate Care](https://wexnermedical.osu.edu/telehealth/immediate-care) by calling 614-293-3200 or schedule using your MyChart account.

Thank you for trusting us with your care. If you have any questions, please contact us: [NUMBER].

Stay well,

Ohio State [SPECIALTY NAME]

**\*Instructions to send** [**Bulk MyChart message to patients**](https://onesource.osumc.edu/departments/IHIS/Tip%20Sheets/OSUMyChart/COVID-19%20Find%20My%20Patients%20and%20Sending%20Bulk%20Communication.pdf)