



## System-wide Recovery Guidelines

**Team: Ambulatory Specialty Care**

**Date: May 15<sup>th</sup>, 2020**

### **IV. Guidelines for Enhancing Patient Awareness & Communication**

#### **a. Awareness of Patient Perception**

- Clinics should be made aware of patient perception and apprehension about resumption of care after many weeks of social distancing, and other infection control measures. BILH leaders will regularly review consumer sentiment metrics (e.g., BILH patient surveys); these data should be disseminated to clinic leaders if possible for their consideration and to enable them to optimize their own efforts to connect with and engage their patients.
  - Several BILH member organizations have very active patient and family advisory groups, which can be used to inform and engage our patient communities.

#### **b. Patient Communication Principles**

- Providers should be provided with template language to explain our phased approach to re-opening to patients who may need to be deferred. This will be an important tool to help explain why an appointment must be postponed. It should signal to patients that consideration has gone into assessing the associated risks and benefits, individually and collectively.
- Outreach to patients that are deferred is a way to double check that no one is missed and an opportunity to reengage and assess care needs.
- Providers should be encouraged to convey to patients the establishment of defined practices and procedures to establish a safe environment of care for our patients and staff.
- Standardization of messaging and support for clinics can be achieved through provision of standard communication materials by BILH communications/operations team.
- Different communication may be needed for different types of patients (e.g., deferred appointments, high-risk, immunocompromised).