

HELP PATIENTS PREPARE

...Not Panic

The world has seen unprecedented events unfold as the coronavirus, COVID-19, has swept the globe. Communication has never been more important. With good communication, you can help patients prepare without panicking. There are a bunch of ways you can use the tools Solutionreach offers to help you connect with patients.



1

Create groups and send messages via text and/or email

You can add patients to a group manually or based on criteria, then send them a brief email and/or text message. You can also create a group that includes all of your patients. [This short knowledge base article](#) walks you through the process of creating groups and sending group messages.



2

Send a newsletter that includes important information for your patients

This option is helpful if you'd like to create a more in-depth email for your patients or even include information in your regular email newsletter. [Read this article](#) to learn how to quickly edit and send a newsletter. Note: You can still send this newsletter to a group of patients you've defined by following the steps in the knowledge base article under number one.



3

Create pre-visit instructions

Pre-visit instructions can be used to send additional information to patients when appointment reminders are sent. You can [create](#) and then [enable](#) pre-visit instructions with messaging such as, "If you are experiencing coronavirus symptoms such as a cough, fever, or shortness of breath, please contact our office before your appointment." If you're already using pre-visit instructions, you can simply [edit](#) the existing instructions to include this type of information.



4

Download and print informational posters

If you want to share information on the walls of your practice, you can just download and print [these posters](#). They cover a variety of topics like preparation, hygiene, and symptoms.



5

Access our ready-to-go COVID-19 newsletter/email templates

[About Coronavirus \(COVID-19\)](#)
[Open Office Hours](#)
[Limited Office Hours](#)
[Office Closed](#)



6

Download PDFs to print, mail, or email to patients

If you (or your patients) prefer a hard copy of information, we have [downloadable PDFs](#) for you to use as you need.