Sample Letter to Patients about COVID-19

*Note: Language from this sample could be adapted by an Opioid Treatment Program (OTP) for a letter to patients about COVID-19.*

[Letterhead]

[Date]

Dear [Name],

To help keep our patients safe from COVID-19, we need to change how we provide individual and group sessions and medication dispensing at the clinic. This will make it easier to practice social distancing and limit coronavirus risk for patients and staff.

Please contact your primary therapist if you have any questions or concerns about the information in this letter. Your primary therapist will be calling you soon to talk about it as well.

It’s important that we have your current contact and emergency contact information so we can keep in touch and share updates. Please call your primary therapist to let them know if anything has changed.

Starting on [Date], we will be making these changes to allow for social distancing:

* Individual sessions will be by phone (or video call if you prefer).
* Group sessions will be on hold. We can recommend online groups if you are interested and are preparing to offer online groups through the clinic.
* The number of people in the waiting room be limited to 10 at a time.
* Brief COVID-19 screening questions will be done over the phone or at the entrance to the clinic before visits.
* Times for medication dispensing will be scheduled, at times that are good for you and with some flexibility when travel delays occur.
* Clinic hours will be extended to [ AM to PM] to make it easier to space out visits.
* We will begin medication dispensing outside. Follow staff instructions when you arrive.

As you prepare to visit, we recommend:

* If taking public transportation, practice social distancing and wear a mask.
* If traveling by MediCab, check with the company in advance to learn about changes related to COVID-19 (such as wearing masks).

Please keep in mind that we are always here to help.

Sincerely,

[Director of OTP]

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