

COVID-19 Employee Communication Examples for NCOS Members

Example A (This letter was vetted by a Human Resources Consultant):

Employee reaction to this email: The member stated, "the staff has been great about this and they were VERY grateful that we are paying them in full for the next two weeks. They are terrified and as with most Americans live paycheck to paycheck."

Dear Employee Name,

The COVID-19 pandemic is forcing us to make business decisions that affect our patients and you as a valued member of the (your office) family. We appreciate the trust you place in us. During this time of increased uncertainty, our highest priority is continuing to provide peace of mind to you and to your families. We are planning to close tomorrow, (date) and reopen on Monday April 6th.

In an effort to preserve your income as well as the financial health of our practice, we are asking that each team member use 6 days of PTO and (practice name) will supplement the other 6 days. For those team members that have not accrued PTO, we will allow you use time you have not yet accrued. During the time that (the practice) is supplementing your salary, we expect you to be preparing for return by watching training videos or completing other tasks to be determined shortly with us.

Should you choose not to use your PTO, it will be necessary for you to file temporary unemployment and receive all of your income from the state until we are able to reopen. We are certainly operating in an unprecedented time, however, we are all in this together and need to continue to work together to ensure that our practice is strong and viable when we reopen.

Please continue to monitor your emails as this very fluid situation is continuing to evolve and changes. The leadership team is following CDC, AOA, and COA recommendations to ensure everyone's well-being.

Sincerely,

Dr. Your Name

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Example B:

Dear Employee Name,

We have made the decision to reduce our services to urgent/emergent eye care only.

Although the physical office will be closed, there will be someone available to answer questions, place contact lens orders, schedule urgent/emergent patients by phone from 10 am–3 pm Mon – Fri.

We are offering to extend contact lens prescriptions for up to 6 months for current patients. If you are in need of contact lenses, please call the office to discuss or to place an order.

Dr's (your name/s) are still available for red eyes, sudden vision changes, injuries, and other urgent issues for both new and established patients. During the hours of 10 am - 3 pm call the office at (phone). Outside of those hours, call and listen to the voicemail for instructions.

If you have glasses/contact lenses ordered or ready for pick up, we can ship them to you. Call the office with questions.

As always, we are here for you. If you need us and if you have questions about your specific situation, please feel free to call.

Sincerely,

Dr. Your Name

Example C:

Dear Employee Name,

At (Practice Name), we value the health and safety of our patients and staff above all else. To maintain that safety, we are following the guidelines issued by the Centers for Disease Control and Prevention (CDC) to ALL eye care practices in response to the COVID-19 pandemic. Effective immediately, we are postponing all routine visits, for the next 3 weeks. Dr. (Name) will be available for all urgent eye care needs throughout this time.

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We have made efforts to call and leave messages for all patients who have scheduled appointments in the next 3 weeks. If you have any questions or concerns, please do not hesitate to contact us. A team member will be available by phone Monday through Friday during regular business hours. We will continue to monitor the situation and will update patients as the situation develops. We appreciate your understanding during this challenging time.

Sincerely,

Dr. Your Name

<https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/index.html>