

[Date, generated by Elation]

To: **[Patient Name, generated by EHR]**

From: **The office of [Physician Name, generated by EHR]**

Subject: **Telehealth Now Available!**

Aloha!

My staff and I hope that you're all healthy and safe. We all understand that this is a time that can cause great anxiety. We completely agree that routine appointments that were scheduled before this COVID-19 pandemic can be postponed. We are also aware that health issues may occur but you may be hesitant to leave your homes.

There are Federal, State, and private insurer restrictions for the use of remote or virtual office visits between patients and health care providers. These rules are necessary to protect the privacy of your medical information. One of the rules has been that you could not participate from your own home and that unsecure methods like FaceTime, Skype, and Zoom weren't allowed (Sorry, it's complicated. There are three types of telehealth visits, etc.).

However, during the COVID-19 Public Health Emergency, you and I are allowed to use video calls with you at home and me anywhere. I am using a secure videoconferencing application, **[Insert name of videoconferencing application here]** for this purpose. **(This next sentence is videoconference app/EHR-dependent)** Patients don't have to create an account and password or sign up for this service (Other than registering for a **[secure patient portal]** in your electronic chart with me) and you don't have to share your email with anyone other than my office.

Some issues might still require your coming in for a real office visit. You can also keep your scheduled appointments if you wish.

We schedule patients for telehealth the same way as for regular office visits. We're still open as usual; regular office visits and telehealth visits are scheduled during those hours.

If you're interested, please contact **[Insert contact names here]** for more information, to schedule your telehealth visit, or to sign up for Passport if you haven't already done so.

(Disclaimer: It's unclear if the old rules will be resumed after the COVID-19 Emergency is over.)

Aloha,

**[Insert name of provider and/or staff here]**