

Sibley Memorial Hospital Reopening
Outbound Call — Talking Points to Guide Rescheduling and Patient Comfort
Developed for Sibley's Medical Staff Surgeons' Offices

Hello (PATIENT NAME),

This is Dr. NAME (or This is XX from Dr. XX's office). I'm calling to let you know that Sibley Memorial Hospital is open for elective procedures, and I'd like to discuss rescheduling your surgery/procedure.

- I'm sure this has been a very difficult time for you, and I hope you have been feeling well.
- We appreciate your patience as we refrained from conducting elective surgeries and procedures during these past few months to ensure protection from the coronavirus per Mayor Bowser's order.
- Your health and well-being are our very highest priorities. We take infection prevention very seriously. Our office and Sibley have carefully planned and taken extra precautions to ensure we are doing everything we can to minimize any risk to our patients.
 - As always, Sibley's facilities are safe and clean. Surfaces and equipment are thoroughly cleaned and disinfected using products that are effective against a range of organisms, including the coronavirus that causes COVID-19. Patient care areas are cleaned and disinfected frequently, including before and after each patient, following the guidelines of Johns Hopkins infection prevention experts, Centers for Disease Control and Prevention, and DC Health.
 - Sibley has modified its procedures, environment and workflow to support social distancing. (maintaining at least 6 feet between people except during clinical care activities)
 - Sibley also has a defined process to provide COVID-19 testing to you and all of its patients, and to ensure that the results are available before your appointment/surgery/procedure.
 - All Sibley staff members are screened daily for any symptoms of COVID-19. As always, they wash their hands thoroughly and often, and wear appropriate masks, gloves and other protective equipment. In addition, all patients are required to wear masks while in Johns Hopkins Medicine facilities.
 - Best of all, we can reschedule your appointment soon, possibly for as early this week. We look forward to seeing you and to providing the safe and effective care that you expect from our office, as well as Sibley and Johns Hopkins Medicine.

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- Would you like to discuss getting rescheduled, what the next steps are and any questions you may have?
 - Yes? *[Follow the revised surgical scheduling process, inclusive of COVID-19 testing.]*

NOT SURE — CONCERN ABOUT SAFETY

- I understand why you have concerns.
- We have taken every precaution, in partnership with Sibley, to ensure a safe environment for care, and we follow all the guidelines established by our office, Johns Hopkins Medicine experts as well as CDC and DC Health.
 - Only a very limited number of urgent cases have been conducted at Sibley since the COVID-19 pandemic began.
- Does this help? Yes — OK, should we talk about next steps to reschedule?
 - *[Follow the revised surgical scheduling process, inclusive of COVID-19 testing.]*

STILL NOT SURE — MANY SAFETY CONCERNS — OR LEANING TOWARD DECLINING, NOT SURE OF NEED

- I understand your concern. These are certainly very unusual times that are causing many to feel anxious and, perhaps, afraid of seeking care that they need or had previously wanted.
- *NOTE TO PHYSICIANS/STAFF MEMBERS: INSERT PERSONALIZED CONCERNS ABOUT IMPACT ON THIS PATIENT OF DELAYING CARE.*
- To provide you with peace of mind, can I share some examples of detailed measures we and Sibley are taking for your safety?
 - Sibley is testing and screening.
 - Sibley's pre-screening and COVID-19 testing measures are designed to identify anyone with COVID-19 or suspected to have COVID-19 before their arrival at Sibley.
 - All patients are tested shortly before their procedure, and they receive results before the procedure. If they test positive, they will be rescheduled and provided with additional guidance.
 - All staff members and physicians are screened daily. They do not come to work if there is any sign of symptoms related to COVID-19.
 - All patients and visitors are screened upon arrival at Sibley.
 - Sibley staff will immediately separate anyone who they believe may have COVID-19 before they come into contact with other patients, and Sibley staff will test for it.
 - Sibley requires universal masking and appropriate protective equipment.

- All staff members and patients must wear masks in the facility (except children under age 3).
- All surgical staff members wear facemasks, eye protection and gloves.
- Sibley has measures in place to reduce contact with surfaces and to reduce contact with staff at check in and check out.
- Sibley is extremely focused on keeping its facilities clean.
 - They clean waiting rooms frequently and exam rooms and operating rooms after each patient.
 - They clean and disinfect environmental surfaces frequently.
 - Hand sanitizer is always available.
 - Sibley doctors, nurses and all medical staff members sanitize and wash their hands before and after interacting with patients.
 - They follow the guidelines of Johns Hopkins infectious disease and prevention experts, CDC and DC Health.
- Sibley minimizes the number of people at the facility and practices social distancing.
 - Waiting room chairs are spaced 6 feet apart, and only a few patients will be allowed in the waiting rooms at a time.
 - The number of staff members in exam rooms and operating rooms is limited, and only those essential to your care and procedure are present.
 - No visitors may accompany patients (except in specific, unique situations).
 - When ready to leave, Sibley staff will safely escort you to the car of the person picking you up, and they will need to wear a mask.
- We are proceeding with an abundance of caution. We want to keep you as safe as we want for ourselves and our own families.
- We hope you will feel as confident as we do that any visit you make to Sibley will be a safe one.
- Do you feel you have enough information? Would you like to discuss the next steps to reschedule?
 - Yes? *[Follow the revised surgical scheduling process, inclusive of COVID-19 testing.]*
 - No? *[Consider encouraging the patient to call if they re-consider, or suggest a way for Johns Hopkins to proactively follow up in two to three weeks to determine if there is a change of mind.]*

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