

Delivering COVID-19 Communication to Patients

A Practice Testimonial



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I was super stressed about trying to get the right information into our patients' hands quickly, so I was thrilled to find the Solutionreach COVID-19 templates. They looked amazing and were so easy to edit. Thank you! Thank you! Thank you!

How did Solutionreach increase your ability to communicate with a large group of patients?

Even though we are a small practice, Solutionreach newsletters were essential for delivering important communication in a short amount of time—covering nearly 700 patients. Solutionreach and its newsletter templates really saved the day!

How does that compare to if you had tried to contact them some other way?

We have been calling and texting (through Solutionreach) our patients each morning to let them know that we are still open during this crisis. One thing I loved about the newsletter is that it covered ALL our patients, even those without appointments. We simply would not have the manpower to call every single patient to offer them important information during this time.

What were the main things you were trying to communicate to your patients?

Our main goal with the newsletter was to inform our whole patient population about signs, symptoms, and prevention. We also wanted to reassure them that we are taking precautions and still open and available to help them.

Did you use a Solutionreach template as a starting point? If so, how was that most helpful?

YES! I was so happy to find that Solutionreach already had a template for this! I was super stressed about getting the right information and writing a newsletter from scratch, but my job was one hundred times easier because the template was already set up for me. I just inserted a logo, added a paragraph about what we are doing for precautions and appointments, made some minor adjustments, and then sent it off! I currently don't work on site at our office, but I went in prepared to spend a couple hours putting together this communication. I was done in 30 minutes or less. In fact, this is something I could have done from home!

Any advice for others considering sending a similar message?

The whole process was so easy! The first week of elevated COVID-19 concerns was very stressful, and communicating with our patients was something I knew we needed to get done ASAP. But I was not looking forward to the time it might take me. The template was easy to change and edit, and I was relieved to have one less stress.