

Your Patients Have Questions About COVID-19.

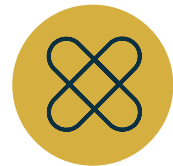
Be Their Voice of Reassurance & Guidance.



The Center for Disease Control and Prevention has listed several ways healthcare facilities should prepare for COVID-19 readiness before, during, and after an outbreak in your community. One of the ways facilities can prepare patients is through regular communications.

The CDC recommends health systems:

- Provide patient and caregiver updates about changes to your policies regarding appointments, visitors, and telephonic non-urgent patient care
- Consider using your facility's website or social media pages to share updates
- Update your existing emergency plan
- Identify platforms, such as a hotline, automated text messaging, email, social media, and a website, to help disseminate information to internal and external partners and audiences



Rely on Stericycle,
a trusted partner in
managing effective
communications
throughout the
COVID-19 pandemic.

We can help with the following so you can focus on patient care.

- Dedicated hotlines for patients and caregivers to ask questions and understand new policies and procedures
- SMS blasts to your entire population to manage expectations and provide quick updates
- Scheduling for pop-up screening and testing clinics
- Email campaigns to reinforce communication plans and commitment to the community
- Post discharge calls to follow up on confirmed cases
- Text surveys to gauge community satisfaction