



## Sample Postcard and Patient Information Letters

### Postcards

Postcards are allowed to be sent to patients as long as no Protected Health Information appears on the card. The patient's name and address are acceptable as these are not considered PHI.

Letters in sealed envelopes allow for far more information as the PHI is protected from individuals who are not allowed to access this type of PHI information.

The postcard and/or letter should be used to inform your patients about this service and its benefits. Once the letter has gone out, you can then contact the patient by phone, email, etc. and schedule a telemedicine visit.

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*Dear Mrs. /Mr.*

*Doctors Jones and Smith at Dermatology Associates are pleased to offer telemedicine, a new service that will allow you to receive worry-free dermatology care without leaving your residence.*

*Telemedicine allows you to have a conference call with your dermatologist. Using on-line conferencing, (like you most likely do with your family or friends, we can provide follow-up care, refill or change prescriptions, discuss recent pathology or lab results, or inform you about the need for surgery, if necessary. We can provide all these services without you leaving your home.*

*We are offering this service so that exposure to Covid-19 or other infectious diseases will be minimized. You don't have to worry about transportation to our office, and you can obtain care even in bad weather. You may be contacted to schedule a visit in the near future.*



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### Letters to Consultants

You can also send emails to providers that regularly ask you for consultations. You can let them know that you now offer telemedicine. Inform them that this technology will allow their patient(s) to be seen in a short time frame, allow them to be on the call, if so requested, and provide feedback in a timelier manner.

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*Dear Dr. or Dear Dale*

*It's no secret that physicians are struggling in reference to providing patient care with the endless challenges we are facing; Covid and other infectious disease exposure for staff and patients, bad weather, and reductions in quality staffing, just to name a few.*

*In that light, I have (we have) integrated telemedicine into our practice to allow improved access for patients in the provision of dermatologic care. I hope that this option will allow a more timely way to provide consultations.*

*I thank you for your continued referrals and confidence.*