

### **Additional Resources**

SHSMD Webinar, *How Health Care Systems are Responding to COVID-19* | April 23, 2020

Panelist Nate Altland, shared his approach to patient engagement by sending tailored voice messages from physician to patients. Nate has provided a general script below for reference:

“Hello, this is Dr Nate from National Spine and Pain Centers. I wanted to personally let you know that we remain open for in-clinic visits for patients w/ urgent matters, and that we are also seeing patients through telemedicine for routine visits. If you are in need of improved pain relief or function, please don't suffer at home during this crisis. Be sure to call us at 555.555.5555 and schedule an in-office or telemedicine appointment. It's my pleasure to see you and help in any way that I can. Please be well and stay safe.”