Subject: First Name, We're Ensuring Your Safety at Mount Sinai

From routine appointments to emergency services, it’s so important to get the care you need—when you need it. But we understand you may be delaying your visit over concerns about safety. At Mount Sinai, our doctors, nurses, and staff members are working hourly to ensure the health and safety of each patient who depends on us for care. Throughout our system, we’re protecting our patients with rigorous protocols, including:

Before Your Appointment:

Phone Screening: We will call you prior to your visit to ask if you have any COVID-19 symptoms.

Online Check-In: To reduce your wait time and contact with others, as much of your check-in as possible will be handled electronically before you come in.

When You Arrive:

Symptom Screening: Our staff will welcome you, take your temperature, and screen you for COVID-19 symptoms. Patients showing symptoms will be referred to a telemedicine visit.

Mandatory Masking: All patients and staff are required to wear a mask or face covering. We will provide you with one, if needed.

During Your Visit:

Social Distancing: We’re minimizing contact between patients by spacing furniture, minimizing the number of patients in waiting areas, and scheduling more time between appointments. We are monitoring the number of patients in elevators. You will also see visual aids of our elevator safety guidelines. We also encourage the guidelines for social distancing, which is to keep six feet between people.

Continuous Cleaning: All areas are continuously disinfected, including waiting rooms, patient rooms, and high-touch surfaces.

Separation from COVID-19 Patients: Patients who have tested positive for COVID-19 are strictly isolated from others.

Learn more about our precautions to keep you safe – link to: <https://www.mountsinai.org/about/safety-hub/patients>

Scheduling your Next Appointment

Now is the time to see the doctors you need, at the health system you trust. To schedule an appointment, please call your provider directly, log into MyChart, or search for your provider using our Find-a-Doctor.

If you don’t need an in-person visit, you can connect with a Mount Sinai doctor remotely through online consultation, video call, or text with Mount Sinai NOW.

Learn about the intensive cleaning procedures at Mount Sinai to ensure your safety, including the ceiling-to-floor disinfection process of patient rooms, as well as public areas.

Watch Now – Links to: https://youtu.be/fzLmaqqWjlI