*This is provided as a potential template resource, seek own legal advice if needed.*

*Recommendation: Place on practice letterhead.*

**Subject: [Practice Name] Continues Operations; Deemed Critical Public Infrastructure**

In light of the Executive Order announced by Governor [Name] on [date], we wanted to reassure you that [Practice Name] remains open to provide medically necessary, life-sustaining care. Our office is committed to the health and safety of our community and has implemented rigorous policies and procedures to limit the exposure risks of any individual visiting our clinics.

In the *Memorandum on Identification of Essential Critical Infrastructure Workers During COVID-19 Response, March 19, 2020*, issued under the United States Department of Homeland Security, healthcare facilities such as [Practice Name] have been deemed as critical and will remain open.

We know how unsettling this everchanging situation is and are here to support you as you make decisions about your care or the care of your loved ones. We are taking every precaution to provide a safe environment for the patients who count on us for care. You can learn more about the actions we’ve taken in response to COVID-19 here (hyperlink to practice website). For most patients, the benefit of proceeding with their prescribed treatment plan outweighs the exposure risk posed at this time; however, we ask that you contact us before coming to your appointment, so that we may evaluate whether a telemedicine visit is better suited for your particular situation.