

How to Talk to Patients About Reactivation

Use the following speaking points to help reassure patients who have concerns about returning to Northwestern Medicine during the COVID-19 pandemic.

How we are welcoming patients back to NM facilities

- Our top priority is the safety of patients, physicians and staff.
- Each patient will be evaluated for the appropriate type of visit: in-person or by phone/video chat.
- We are scheduling appointments for patients with immediate needs for care.
- If your condition is stable enough to delay care, we may recommend an appointment after May 31.
- If you have a serious chronic condition or are immunocompromised, we are offering phone/video chat revisit options and managing patient flow to isolate those with flu-like symptoms.

Safety measures in place at NM facilities

- The no-visitor policy remains in place with limited exceptions. We will continue to evaluate this policy as the COVID-19 pandemic evolves.
- Everyone entering an NM hospital or outpatient clinic must wear a mask. Masks and touchless hand sanitizer dispensers are available at all entrances.
- All patients, staff and visitors are screened for COVID-19 symptoms before entering any Northwestern Medicine hospital or outpatient clinic.
- Most patients will be tested for COVID-19 prior to surgery.
- We have taken steps to make it easier to maintain physical distancing:
 - Seating in waiting areas and common spaces has been modified.
 - Signs indicate appropriate spacing.
 - Elevator use is restricted and limited to no more than two persons at a time.
- We are screening for flu or COVID-like symptoms during the scheduling process, and conducting those visits via phone or video whenever possible.
- We are conducting any required testing for patients with flu or COVID-like symptoms in a safe, designated location.

How we are cleaning NM facilities

- Exam rooms are disinfected after each patient.
- We continue to perform rigorous cleaning of our facilities, and have increased the frequency of cleaning and disinfecting in high-touch areas.
- Magazines and other materials that can't be cleaned properly have been removed.

This information is also available on the [Patient Safety During Covid-19 page](#) on nm.org. Patients should always check nm.org before their visit for updated information.