

Checklist for Practice Owners



1

Stay informed about the local situation

2

Ensure employee contact information is up-to-date, and contacts for key business partners such as your insurance carrier, commercial broker, landlord, and accountant, are readily available

3

Keep practice websites and social media pages regularly updated with office closures or operating hours

4

Test remote access to necessary systems

5

For patients with upcoming appointments, confirm whether your practice is open

6

If the practice will be closed for a period, offer a convenient way to reschedule appointments

7

Be transparent—send an update to all patients about how the situation is being handled:

"Steps we're taking"

— Increased cleaning and disinfecting of equipment and surfaces

"What we ask of you"

— If you aren't feeling well, please let us know and we will reschedule your appointment for a later date

8

Request that patients wash or sanitize their hands on their way in and out of the office

Patients will appreciate your consideration
while you protect your practice