Proactive:

Hello, I am calling from INSERT PRACTICE NAME. We are reaching out to assure patients that we are working diligently to provide necessary oral care and treatment, without putting you or our staff at risk of the COVID-19 pandemic. At the recommendation of the Chicago Dental Society, American Dental Association, and the Illinois State Dental Society, we have decided to only treat patients requiring emergency dental procedures through DATE and are calling to reschedule your APPOINTMENT on DATE. We appreciate your flexibility and understanding and look forward to treating you at a time when it is safe for you and our staff.

Reactive:

Thank you for calling INSERT PRACTICE NAME. We are letting all of our patients know that we are continuing to monitor the COVID-19 pandemic closely and want to assure you that we are adhering to the recommendations of the Chicago Dental Society, American Dental Association, Illinois State Dental Society, and state officials to provide our patients with necessary oral care and treatment without putting them or our staff at risk. Please let me know how I may assist you today.