

Service Planning and Clinical Services Expansion during the COVID-19 Pandemic

Sample voicemail script

“Hello, you’ve reached the voicemail of [PHYSICIAN NAME or CLINIC NAME]. Please listen carefully as this message contains important information.

Following provincial guidelines, London Health Sciences Centre is moving forward with plans to slowly and carefully expand some clinical services that were paused due to COVID-19. We are still in a pandemic, but are scheduling appointments and procedures for as many people as we can.

Services are being prioritized for patients based on clinical evidence and need. The hospital is also offering phone and virtual care visits where possible.

LHSC is notifying patients directly when their appointment or procedure can be rescheduled. If you have not been contacted, your appointment has not yet been rescheduled.

If you do have an upcoming appointment, it is important that you attend as we still have patients waiting for care. Please contact us if you need to cancel. Be sure to include your name, health card number and original appointment date in the message. This is a confidential line.

Rest assured that our buildings are safe to enter. LHSC is temporarily limiting family/caregiver presence in order to maintain a safe environment. Visit LHSC’s website for more information. We know this may be difficult for you. Please let us know in advance if you need any assistance.

If you are leaving a message now, please include your full name and a phone number where you can be reached. We will return your call as soon as possible.”