

Rescheduling Procedures at Lake Forest Hospital

Patient Talking Points

Updated February 3, 2022

During the fifth wave of COVID-19 that began in mid-November, scheduling changes for Surgical Services were necessary to protect the safety of patients, staff and the community. The below talking points can help you inform patients that their previously scheduled cases will be modified or postponed.

- We are committed to providing safe, high-quality care to all of our patients.
- Extensive measures remain in place to help avoid the spread of infection and to protect your health and safety. View [visitor guidelines](#) for inpatient and outpatient care sites, and learn more about cleaning protocols and other safety measures on the [Patient Safety During COVID-19 page](#) on nm.org.
- We are beginning to reschedule previously postponed elective procedures in a thoughtful, phased approach as patient volumes return to more normal levels.
- We are now able to accommodate your surgery on **[DATE and TIME]**.
 - **If confirmed:** You are confirmed. You will receive a call from the Pre-Admission Testing department to review pre-surgery instructions.
 - **If not confirmed:** We apologize for the inconvenience. If we are able to schedule your surgical procedure for an alternate date, we will contact you. We will make every effort to accommodate your healthcare needs as soon as we can.
- Thank you for allowing Northwestern Medicine to be your trusted healthcare partner.