

# Rescheduling Patient Procedures at Lake Forest Hospital

## Patient Talking Points for Physicians

*Updated January 19, 2022*

Scheduling changes for Surgical Services are necessary in response to the continued high COVID-19 census at Lake Forest Hospital. The following talking points are provided as a starting point for your conversations with your patients as you inform them that their procedures will need to be rescheduled.

Please use your discretion in how you communicate this message.

- Our commitment is to provide safe, high-quality care to all of our patients.
- Due to high patient volumes in our hospital, we are rescheduling some types of elective procedures in order to accommodate patients in need of immediate, critical care.
- Your surgery scheduled for [DATE] will be rescheduled for a date after Tuesday, February 1.
- We are monitoring the situation every day. If we are able to schedule your surgical procedure for an earlier date, we will contact you.
- We apologize for the inconvenience. 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.