

Telehealth Patient Recruitment Sample Letter

The announcement of a new telehealth service to your department/clinic may be shared broadly through your website or on an individual basis with a family that you believe might benefit from a telehealth visit.

{Name of Public Health Department/Clinic}

Dear {patient/client and family name},

We are able to offer you an opportunity to connect with a specialist through our telehealth program. Telehealth practice uses live or real time video and sound to connect you with your specialist who is at a different location. You will be in our clinic and the specialist is in her clinic. You will travel only as far as our office for the telehealth appointment or request remote access from your own location.

The telehealth appointment is as private as if you were in the specialist office. We use secure software to connect to the specialist. During the visit a (INSERT WHO WILL BE IN THE ROOM (e.g., nurse, medical assistant, doctor) will be in the exam room with you. The specialist will be in her clinic. We will all be able to see and hear each other during the appointment. Telehealth will help us coordinate your care. We will be able to talk about diagnosis and treatment plans together.

One of our nurses may be calling you to ask if you would be interested in participating in our telehealth program.

Sincerely,

Name

Title

Disclaimer: This sample document is provided only as a reference for public health departments/clinics developing their own materials and may be adapted to local needs.



Additional resources, webinars, and white papers from Illinois Public Health Association:
[IPHA HIV 3rd Party Billing Project Resources](#)