

STAFF COMMUNICATION TEMPLATES

1. Initial Internal Announcement (From Executor / Practice Manager)

Subject: Important Announcement Regarding **Dr.____**

Dear Team,

It is with profound sadness that I share the heartbreaking news that **Dr.____ passed away unexpectedly**. We know this comes as a shock, and we recognize the emotional impact this will have on everyone who worked closely with her. **Dr._____** was not only a talented clinician but also a compassionate leader who cared deeply for her staff, patients, and community.

In accordance with **Dr. _____** continuity plan, operations will continue while we work through the next steps. Our immediate priorities are:

- Supporting the team during this difficult time
- Ensuring patients with urgent needs receive uninterrupted care
- Maintaining a stable and safe environment for both staff and patients

A temporary provider will be arranged as soon as possible, and you will receive updates promptly.

Please know that your feelings are valid — we encourage everyone to take the time they need. Support resources will be shared soon.

If you have immediate concerns or questions, please come directly to me.

With sympathy,

[Executor / Practice Manager Name]

[Contact Information]

2. Follow-Up Staff Communication: Operational Guidance

Subject: Next Steps & Operational Updates

Team,

Thank you for your professionalism and compassion during this transition. Here are important operational updates:

1. Schedule Adjustments

We will continue to honor scheduled appointments, except those requiring Dr. ___ direct involvement. We are contacting those patients individually.

2. Temporary Provider Coverage

We are in communication with local colleagues who will assist with patient care during this interim period.

3. Patient Communication

The front desk will begin notifying patients today. A script is provided for consistency.

4. Support for Staff

If you are struggling, please reach out privately. Grief support resources will be provided.

Thank you again for your strength and dedication to one another and to our patients.

Warmly,

[Executor / Practice Manager]

3. Phone Script for Staff

Patient Call Script

"Hello, this is [Name] from Dr. ___ office. I'm calling with some difficult news. Dr. ___ passed away unexpectedly. We are deeply saddened, and our priority is to support both our patients and our team as we navigate this transition.

At this time, we are ensuring that all patient needs are addressed promptly. For your upcoming appointment on [date], [state next step — keep / reschedule / refer]. Please don't hesitate to ask if you have questions or concerns."

PATIENT COMMUNICATION TEMPLATES

1. Formal Patient Letter/Email

Subject: Important Announcement About Our Practice

Dear Patients and Families,

It is with great sadness that we share the news that **Dr. _____ passed away unexpectedly**. Dr. _____ devoted her life to caring for patients with compassion, excellence, and integrity, and we know many of you will feel this loss deeply.

We want to assure you that **your dental care will continue uninterrupted**. In alignment with Dr. _____ established continuity plan:

- A licensed temporary dentist will be available to provide ongoing care.
- Your dental records remain secure and accessible.
- Our staff will continue to support you and address any needs during this transition.

If you have an upcoming appointment, our team will contact you directly with next steps.

We understand you may have questions or wish to express condolences. Please feel free to reach out to our team at [phone/email]. We appreciate your patience, understanding, and the trust you have always placed in us.

With heartfelt sympathy,

[Executor / Interim Practice Administrator]

On behalf of the entire team at [Practice Name]

2. Short Patient Notice for Website / Front Door

NOTICE TO OUR PATIENTS

We are deeply saddened to share that **Dr. _____ passed away unexpectedly**. We appreciate your kindness and patience as our team navigates this transition.

Our office remains open, and patient care will continue with qualified temporary providers.

For assistance or questions, please contact us at [phone/email].

Thank you for your support during this time.

— The Team at [Practice Name]

3. Text Message / SMS Notification (Optional)

“Dear patients — We are saddened to share that Dr. _____ has passed away unexpectedly. Our team will continue to support your care needs. We will contact you individually regarding upcoming appointments. For questions, please call [phone].”
