***Successful appointment***

Dear [patient’s name],

We have received your medical request[id] and based on your circumstances below is what you should expect:

* *Ambulance service:* An ambulance and medical team have been scheduled to pick you up at your residence at [patient’s address], at approximately [date: time]. Please make sure your phone is reachable via [patient’s contact number].
* *Callback service:* A telephone appointment has been made at [date: time]. Please make sure your phone is reachable via [patient’s contact number] for someone to call you.
* *Test appointment:* A COVID-19 test appointment has been made at [date: time] at your residence [patient’s address]. Please get ready and make sure your phone is reachable via [patient’s contact number] in case someone needs to call you.

The help is under the way, stay calm and take care of yourself.

Yours sincerely

[healthcare provider] COVID-19 medical team

If you need to cancel this appointment please call [service number] quoting your medical request number[id] asap to free up resources for other people who urgently need them.

***Failed appointment***

Dear [patient’s name],

We have received your request for medical help. Unfortunately you have provided invalid or unidentifiable contact information based on which our team is unable to make an appointment for you. If you wish to seek help please start a new session. We thank you for using our service correctly to allow us to save most lives possible.

Yours sincerely

[healthcare provider] COVID-19 medical team