Outpatient telephone script

The outpatient telephone script below can be used for clinics, rehab or other outpatient services such as radiology, or for patients coming to the short stay unit or Children’s emergency department.

Due to circulating respiratory viral illnesses in the community, Children’s Minnesota strongly encourages you to limit the people coming along to the outpatient visit to just you and your child when possible. Ill family or friends should not come with you on your visit. Healthy infant siblings who are not being seen should also stay home if possible.

If your child is admitted to the hospital the following visitor guidelines will apply:

- Visitors must be 5 years or older.
- All visitors will be screened for illness each day.
- Legal guardians who are ill may visit but must wear a mask. All other visitors must be well to visit.

Thank you for your understanding during this viral season!

Please refer to Star Net for additional details on visitor guidelines during winter viral season.

– Children’s Infection Prevention and Control Department