**Overview:** Trella Health created a series of email templates for your organization to use to help guide your outreach. You can use the following emails as one-off emails or in a cadence. A cadence is a series of outreaches over multiple days or weeks, and typically includes different types of outreach such as emails, phone calls, and LinkedIn connections. Many business development teams use cadences to improve the effectiveness of their outreach and increase the likelihood of engaging with their referral targets.

In cadences, it is best to highlight the most important metric or information for your recipient in your first email, since your first email typically will have the highest open rates. After reading through the email templates below, investigate with your team to discover which of the following is the strongest metric for your organization and place that at the beginning of your cadence. The following emails should highlight other compelling data-points or key attributes of your agency that benefit your prospect. The goal of a multi-touch cadence is to show the value of your agency piece by piece, as not to overwhelm your prospect.

**\*Note: The following emails have the same opening/closing paragraph. If using the emails as a cadence, remember to edit.**

**Hospice Email One: Physician Under-Utilizing Hospice**

**Subject:**Your Utilization Performance Compared to Your Peers

Hello {Referral Partner Name Here},

I hope you and your team are doing well and staying safe. We understand our healthcare system’s landscape has changed dramatically and rapidly due to the COVID-19 pandemic. We’re reaching out to show our support and offer assistance in providing care for patients in this challenging environment.

Utilizing hospice as an additional resource during these difficult times can reduce readmissions as well as ER and observational visits for high risk patients. Referring terminally ill patients to hospice care can help keep those who are most vulnerable out of acute settings as much as possible, lowering their chances of being exposed to COVID-19.

***If possible, add example or screen shot****that is most applicable for the referral partner you’re contacting (Trella example below)*. If you do not have a example, delete this section. ****

Are you available to meet via [insert the tools your agency uses such as Zoom/video conference/a phone call] to discuss how we can partner to identify hospice eligible patients? It is [insert your agency’s name] goal to ensure your patients receive the highest level of care from the comfort of their own home.

Stay safe,

(my first name)

**Hospice Email Two: Hospitalization Rates**

**Subject:** Limit Hospital Visits During COVID-19

Hello {Referral Partner Name Here},

I hope you and your team are doing well and staying safe. We understand our healthcare system’s landscape has changed dramatically and rapidly due to the COVID-19 pandemic.  We’re reaching out to show our support and offer assistance in providing care for patients in this challenging environment.

Our track record would make us a great partner for you during these troubling times as we work to ensure high risk populations have a lower chance of requiring care at an acute facility where they could risk exposure to the virus. I have included below an example of our performance with XXXX patients, which appears to be the focus of your practice.

***If possible, add example or screen shot****that is most applicable for the referral partner you’re contacting (Trella example below)*. If you do not have a example, delete this section. ****

Are you available to meet via [insert the tools your agency uses such as Zoom/video conference/a phone call] to discuss how we can partner? It is [insert your agency’s name] goal to ensure your patients receive the highest level of care from the comfort of their own home.

Stay safe,

(my first name)

**Hospice Email Three: Intensity of Care- Last Seven Days or Last Three Days**

**Subject:**Lower Chance of Your Patients’ Exposure to COVID-19 with AGENCY NAME

Hello {Referral Partner Name Here},

I hope you and your team are doing well and staying safe. We understand our healthcare system’s landscape has changed dramatically and rapidly due to the COVID-19 pandemic. We’re reaching out to show our support and offer assistance in providing care for patients in this challenging environment.

Below is an example of our performance with our patients during the last seven days.

***If possible, add example or screen shot****that is most applicable for the referral partner you’re contacting (Trella example below)*. If you do not have a example, delete this section. 

Are you available to meet via [insert the tools your agency uses such as Zoom/video conference/a phone call] to discuss how we can partner? It is [insert your agency’s name] goal to ensure your patients receive the highest level of care and compassion from the comfort of their own home.

Stay safe,

(my first name)

**Hospice Email Four: ALOS Email**

**Subject:** Your ALOS Compared to Your Peers

Hello {Referral Partner Name Here},

I hope you and your team are doing well and staying safe. We understand our healthcare system’s landscape has changed dramatically and rapidly due to the COVID-19 pandemic. We’re reaching out to show our support and offer assistance in providing care for patients in this challenging environment.

Utilizing hospice as an additional resource during these difficult times can reduce readmissions, ER and observational visits, and exposure. By identifying hospice-appropriate patients earlier, we can work together to keep the most vulnerable populations out of acute settings to lower their chance of being exposed to COVID-19.

***If possible, add example or screen shot****that is most applicable for the referral partner you’re contacting (Trella example below)*. If you do not have a example, delete this section. 

Are you available to meet via [insert the tools your agency uses such as Zoom/video conference/a phone call] to discuss how we can partner? It is [insert your agency’s name] goal to ensure your patients receive the highest level of care from the comfort of their own home.

Stay safe,

(my first name)