

March 23, 2020

Dear Patients, Families and Caregivers:

We are incredibly grateful you have chosen Hosparus Health to provide your care. As you know, cases of the new coronavirus, or COVID-19, have been identified in Kentucky and Indiana. Rest assured that we are taking the emerging situation surrounding the coronavirus very seriously. We are actively monitoring the latest news in our 41-county service area and have implemented additional prevention and treatment protocols as advised by the Centers for Medicare and Medicaid Services (CMS), the Centers for Disease Control and Prevention (CDC) and local health departments. We encourage you to visit the websites of these credible sources for the most up-to-date and accurate information.

Protecting our patients, families and staff is our top priority. Hosparus Health caregivers are highly trained in infection control measures and follow best practices in the day-to-day delivery of care to prevent any type of illness from spreading, including respiratory infections such as the flu and COVID-19.

In addition, we will be implementing video and audio telehealth capabilities via TapCloud. TapCloud is a HIPAA-compliant system that will enhance our patients' access to their Hosparus Health care team.

**Take steps to protect yourself**

These recommendations are the best defense for preventing any illness from spreading to yourself, loved ones and the community:

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, sneezing, or having been in a public place. If soap and water are not available, use hand sanitizer with at least 60% alcohol.
- Cough and sneeze into a tissue or inner elbow and wash your hands immediately after.
- Avoid touching your face, eyes, nose or mouth with unwashed hands.
- Avoid contact with people who have fever, cough or difficulty breathing.
- Separate yourself as much as possible from others in your home.
- Avoid sharing personal household items with family members.
- Keep 'high-touch' surfaces such as bathroom sinks, toilets, kitchen counters, doorknobs and phones/computers clean, and disinfect at least daily or more if needed. When touching objects that have not been recently disinfected, wash hands frequently.
- If a you or a family member has traveled in the past few weeks, please make your RN or other Care Team member aware.

As always, our intention is to maintain excellent patient care and communication. Any future updates or changes in our procedures that impact you or your family will be directly communicated by your Care Team. You can also visit our website often to learn about COVID-19 updates related to our organization. Do not hesitate to contact us if you have questions or concerns. We are available 24/7 at 800-264-0521.

Sincerely,



Terri Graham, RN, BSN, MSN, CHPCA  
EVP, Chief Operating Officer



Bethany Snider, MD, HMDC, FAAHPM  
Chief Medical Officer

**Create more moments.**

800-264-0521 | [HosparusHealth.org](http://HosparusHealth.org)