



December 31, 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, continue to spread throughout the United States and in the communities where we live and work. Currently, there is no vaccine to prevent coronavirus disease 2019 (COVID-19), and the best way to prevent illness is to avoid being exposed.

The virus is thought to spread mainly from person-to-person, especially between people who are in close contact with one another (within about 6 feet). Respiratory droplets are produced when an infected person coughs, sneezes or talks, and these droplets can land in the mouths or noses of people who are nearby or inhaled into the lungs. Studies have shown that COVID-19 may also be spread by people who are not showing symptoms.

Rest assured that we are taking COVID-19 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. Visit the websites of these credible sources for the most up-to-date and accurate information. As information about the virus evolves, we will adjust our protocols accordingly.

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.

During this pandemic, our visits will look different. Staff will wear masks, eye shields, and gloves. They will also maintain physical distancing, to the extent possible, with caregivers in the home. In addition, some of our visits will be conducted using 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 and others

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

- Only essential caregiver/s should be present during visits with the patient and try to help support physical distance with the Hosparus Health staff person. Other household members should stay in another part of the house.
- Wear a mask, bandanna, or other cloth to cover your nose and mouth during our visits.
- 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 you or a family member has traveled in the past few weeks, please make your RN or other Care Team member aware.

If the patient is COVID positive we will provide them with a surgical mask to wear during our visit, unless it is contraindicated for his/her condition, and we ask others present for the visit to wear a cloth mask covering their nose and mouth. We ask family members who are COVID positive to not be present in the room during the visit. If the family member must be present, we ask them to wear a mask and maintain physical distance.

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,

Melissa Cooper, MBA, BSN, RN
Sr. VP, Chief of Care Delivery

Bethany Snider, MD, HMDC, FAAHPM
Chief Medical Officer