

Dear Valued Client,

We are committed to keeping you informed about the actions we have taken during this unprecedented time. Our goal is to be your resource in any way that is helpful. One way is for us to stay prepared and ready to care for your employees so your business can continue to thrive. Below are details about how we are doing that through recently implemented plans and protocols to care for your employees, our patients, clinicians, and teammates.

**New clinical procedures implemented in response to the current COVID-19 outbreak include:**

- Enhanced cleaning and sterilization protocols in all clinics
- “Virtual Care First” approach for all patient visits (acute and chronic, scheduled and unscheduled) (see Attachment 1 describing Virtual Care First)
- Quarantine protocols for providers exposed to COVID-19 and for providers experiencing symptoms consistent with COVID-19, based on CDC recommendations
- Respiratory protection program including medical screening and clearance for FIT testing where clinic staff can use N95 masks in a safe, effective, OSHA compliant manner
- Daily temperature and symptom logs for providers to assess the health of all clinical teams
- Use of surgical masks during all patient visits
- Daily regional evaluation and testing guidance for all clinicians
- Curbside flu and COVID-19 testing at select clinics to minimize the employee and clinic environment to potential contamination but provides for patient testing to occur
- Multi-channel patient communication systems (see Attachment 2 for a communication piece that can be shared with your employees through your distribution channels)

**Our organizational Pandemic Response Plan includes:**

- Recovery plans including policies and procedures for restricted travel, social distancing, remote working, virtual patient care, uninterrupted access to a member’s care provider, vendor support and supply management, clinical team safety, incidence testing, communications and client engagement.
- Operational plans for a long-term event that prepares for some absenteeism of our staff for an extended period of time, a management plan for key decision makers and protocols for all critical processes and operations.

As always, Cathy Jarvis, your VP of Operations, and Dr. Mary Jean Vorwald, your Regional Medical Director, are available as your first call. Additionally, a centralized phone number has been established for questions you may have about COVID-19 or other areas that are important to you during this time, and that number is **833-979-2211**. **Employees should continue to call their local clinic if they are experiencing respiratory symptoms or suspect exposure to the virus, where clinicians will provide guidance and direct them to follow-up care.**

Thank you for your continued support! We will get through this situation together!

Sincerely,

Ben Stapleton, Senior VP of Operations, Paladina Health