



March XX, 2020

Addressee
Street Address
City, State, Zip

To our very important partners –

Coronavirus continues to impact communities all over the world, and both RSVP Home Care and Pulmonary Partners are taking proactive steps to reduce the spread of this outbreak. We are putting measures in place that put the safety of patients, their families, and our employees first. Please visit our partner's page [PHSCoronavirusUpdates.com](https://www.phs.com/coronavirusupdates) for up-to-date information or reach out directly.

MINIMIZING INTERACTION

We are taking steps to minimize person-to-person interactions in various capacities with patients. Implemented practices include mandatory curbside pickup for supplies picked up at the office, telecommunication for non-essential visits, and protocols for self-reporting symptoms. Additionally, any non-essential partner meetings will be postponed or done via conference call.

SUPPLY SHORTAGES

This outbreak may impact the availability of medical supplies and equipment as many manufacturing plants in China are closed. When they reopen, demand for products might exceed supply for a while.

While current shortages are limited, we do not know exactly which equipment and supplies will be impacted in the future. We are asking patients to prepare for possible shortages now, directing them to the website below for assistance in preparing. If shortages arise, we will work very hard to locate resources and solutions for our patients.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Clinicians will wear appropriate PPE (as recommended by the CDC) when required due to a suspected or confirmed case of coronavirus in a patient home. Due to limited quantities, PPE will not be available for purchase by the community.

RISK ASSESSMENT & NOTIFICATIONS

The following protocols have been put in place to ensure proper steps are taken by all parties involved in patient care.

- **Screening** - Clinicians will ask patients a series of questions to determine risk for exposure to coronavirus. Employees must report any possible exposures or symptoms, as well as travel.
- **Monitoring** - Strict monitoring guidelines are in place for employees if possibility of exposure is determined.
- **Responding** - When completing an essential in-person visit where exposure risk has been identified, clinicians will ensure appropriate PPE and precautions are executed.
- **Notifying** - If a patient or employee is being monitored or has tested positive for coronavirus, appropriate parties will be notified and protocols put in place to limit interactions and prevent further exposure.

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