pediatric home service®

March XX, 2020

Addressee
Street Address
City, State, Zip

Dear {First Name},

Coronavirus continues to impact communities all over the world, and PHS is taking proactive steps to reduce the spread of this outbreak while putting the safety of patients, families, and our employees first.
As this situation is evolving, please visit our partner's page **PHSCoronavirusUpdates.com** for the most up to date information.

MINIMIZING INTERACTION

- **Curbside supply pick up at the office:** When you arrive at the office, call us at 651-642-1825. You can stay in your car and an employee will load the supplies in for you.
- **Non-essential patient visits:** Your clinician may reach out to discuss using telecommunication to conduct non essential face-to-face visits.
- **Self-reporting symptoms:** Report symptoms you or a household member have had prior to a visit.

SUPPLY SHORTAGES

We are preparing for an impact to the availability of some medical supplies, equipment, and medicines due to plant closures in China. Currently, PHS is experiencing shortages limited to only a few medical supplies, but we are asking you to prepare now for possible additional shortages.

- To help you safely extend the life of supplies, PHS has created guidelines and instructions for many products. Go to **PHSCoronavirusUpdates.com** for information on what supplies you can wash and reuse.
- There may be other ways of meeting a need you currently meet with a particular supply item or piece of equipment - we are happy to brainstorm solutions if they become needed.
- If shortages arise, PHS will work very hard to locate resources for our patients. If it becomes necessary, we will help you work out methods of meeting your specific needs.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Clinicians will wear appropriate PPE (as recommended by the CDC) when there is 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.

Rebecca Long, MBA

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General Manager - Minnesota and Wisconsin
Pediatric Home Service