



DME-CG Communication: COVID-19 (Coronavirus)

March 15, 2020

As you know, last week, on Wednesday, March 11, the [World Health Organization](#) declared the Coronavirus outbreak an official pandemic. Given the seriousness of the situation, we want to make sure we're doing everything we can to keep people safe and maintain standard service levels.

People's health and safety are our number one concern. We have taken special care to ensure our staff, clinicians and engineers are trained and available during these times of change and uncertainty. As the situation evolves, we will make decisions that focus on the health and safety of plan members and DME-CG clinicians, and notify customers at each decision point.

To mitigate risk of infection, we have taken the following steps:

- Informed all clinicians of pandemic risk based on [Centers for Disease Control](#) updates;
- Updated business process to include member Corona Virus assessment during scheduling;
- Pandemic policy update prevents clinicians from working with DME-CG if they have traveled to, or come in contact with, someone who has traveled to [high risk countries](#);

As many businesses balance risk vs revenues, many medical businesses are considering launching Business Continuity Plans (BCP) and Disaster Recovery (DR) steps as a means to support ongoing processes while employees are sent home. DME Consulting Group can assist with customer BCP/DR steps and testing to ensure a seamless transition to steady-state and members continue to receive clinical services.

DME Consulting Group is committed to ensuring stable service availability by having the right, healthy, people available to help.

Resources

[CDC Coronavirus \(COVID-19\) Infection Control Protection](#)

As it relates specifically to COVID-19:

Our top priority is always the health and safety of all persons with whom our team is in contact. At this time, we will be open to continue to serve our community during these unprecedented times. To ensure a safe environment, the therapists are taking the following precautions:

1. Enhancing cleaning/disinfecting routines with alcohol-based disinfectants.
2. Providing hand sanitizer for patient use
3. Having staff wash their hands before and after each patient interaction
4. Encouraging patients and staff to stay home if they are feeling ill

If you plan to keep your upcoming appointment with us, we ask that you answer the following questions prior to visit. This is to protect all patients and staff members from potential exposure to COVID-19 so we can continue providing health care to our patients.

1. Have you traveled to any of these locations in the last 14 days?
 - China
 - Iran
 - South Korea
 - Italy
 - Japan



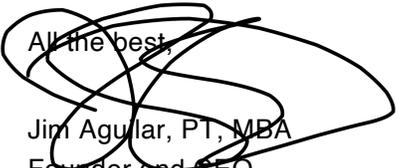
2. Have you had contact with anyone with confirmed COVID-19 in the last 14 days?
3. Have you had any of these symptoms in the last 14 days?
 - Fever greater than 100
 - Difficulty breathing
 - Cough
4. Are you currently experiencing fever over 100, difficulty breathing, or cough?

If you answered yes to questions 1 and/or 2, we ask that you call and reschedule your appointment with us and call your primary care physician or your State Department of Health for further direction.

We will continue to provide updates to our patients as they become available.

We are here to serve you, your team, and members. We're in this together. Should you have any questions, suggestions, comments, or concerns, please let me know.

All the best,



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