

March 2020

Dear Capital Caring Health Patient,

We know that you may be concerned about the spread of the 2019 coronavirus and how it may impact us here at Capital Caring Health. Ensuring our patients are cared for in a safe and healthy environment is the top priority for our organization.

Capital Caring Health's mission is to provide patients and their families with advanced illness care of the highest quality. We are proactively making arrangements to help ensure that our patients and families continue to receive high quality, supportive care and also to ensure the safety of our staff. We want to share our plans with you.

- Staff will call the home before making a visit and ask if you or your loved one would like a visit. There are questions that will be asked on this call, and those questions are enclosed with this letter.
- Our staff will have proper safety equipment for the visit.
- Our staff may provide education around infection management such as proper hand washing technique.
- Volunteers will not be making visits in person, but will stay in touch to provide assistance and comfort. The reason for this is to keep everyone safe while allowing continuation of support. We know from the Centers for Disease Control and Prevention (CDC) that limiting interactions helps protect individuals from possibly contracting COVID-19 (corona virus).
- We are talking with our DME providers and pharmacies to make sure there is a plan for on time delivery of necessary supplies.

We'd also like to bring to your attention that our staff may not initiate or may decline a hug or handshake. Please do not take offense. We are following the CDC's recommendations for keeping people safe. The CDC recommends:

- Regular hand washing
- Maintaining a distance of 6 feet from someone who is coughing or sneezing.
- Avoiding touching the eyes, nose, and mouth.



Please review the handout enclosed with this letter for more information or visit the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Lastly, we'd like to say, "thank you." We are honored to be allowed to provide care and support to you and your loved one. Taking care of patients and families is our top priority.

If you have any questions or concerns, please contact your neighborhood office or our 24-hour careline: 1-800-737-2508.

A handwritten signature in blue ink, appearing to read 'Tom Koutsoumpas'.

Tom Koutsoumpas
President & CEO
Capital Caring Health

A handwritten signature in blue ink, appearing to read 'Matt Kestenbaum, MD'.

Matt Kestenbaum, MD, FAAHPM
Chief Medical Officer
Capital Caring Health

COVID-Screening Questions

- Have you traveled outside of the United States within the last 14 days?
- Are you experiencing fever, cough or sore throat?
- Have you had contact with someone under investigation for coronavirus (COVID-19) in the last 14 days?