

March 12, 2020

Dear Don:

We want to keep you updated about our continued efforts to address the outbreak of COVID-19. Our top priority is taking care of our patients, care teams and partnering with our clients to guide employees through this ever-evolving situation.

We encourage you to communicate with your employees and members about what to do if they are experiencing symptoms related to COVID-19 and how their Activate Healthcare provider can help:

- If they are experiencing mild symptoms (cough or fever) they should first *call* their Activate Health provider for guidance on what to do next. This may include how to get tested and what locations are providing testing in each state. There are different testing options but the most likely will be a swab of the back of your nose or mouth. With current tests it typically takes 3-4 days to receive test results. If someone tests positive for the virus, they should work with their Activate Health provider to discuss next steps and devise a plan of care.
- If they are experiencing severe symptoms related to COVID-19 such as inability to breathe or high fever, they should go directly to the hospital or call 911.

We are aware there may be visits to our clinics by individuals exposed to or infected with the virus. The clinical teams are taking this possibility very seriously and have implemented necessary measures to prevent the spread of the virus:

- Providing masks for patients who presents in the clinic with symptoms of cough, fever and shortness of breath; placing patients experiencing symptoms in an exam room immediately and ensuring a plan for testing and care is created as soon as possible.
- Elevating clinic cleaning procedures:
 - Deep cleaning of exam rooms after each patient visit.
 - Use of a detergent or soap and water prior to disinfection.
 - Use of diluted bleach solutions, alcohol solutions with at least 70% alcohol, and EPA-registered household disinfectants for continual disinfection activities.

It's important to remember that contracting the COVID-19 virus is low risk for developing severe complications. In fact, 80% of those who contract the virus have either mild or no symptoms. Most of the population will not be affected (or only mildly affected), as the virus runs its course. Saying this, there are standard precautions we should all take:

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing. your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

We will continue to update our policies and procedures as needed, based on the most [up to date disease protocol and guidelines](#) from the CDC and state Departments of Health. If you have questions, please contact your Vice President of Operations, Jason Vore, at 317-509-1802 or your Regional Medical Director, Dr. Mary Jean Vorwald, at 317-694-8293.

Sincerely,
Tobias Barker, MD, Chief Medical Officer
Paladina Health