



# WHAT YOU NEED TO KNOW: MARCH 10, 2020

## NEW

CareHere has activated pre-screening for patients with respiratory symptoms who are requesting an appointment through our Patient Support Center or scheduling ahead via CareHere.com or the CareHere App. Those who meet CDC guidelines may be directed to our medical professionals for TeleVisits and provided information if follow-up testing is warranted. Patients may be asked to self-isolate at home until symptoms resolve or testing is confirmed with the State Department of Health.

- COVID-19 testing is not available in our health center. Testing is currently provided by state Health Departments. Expect that more coronavirus cases will be confirmed in the days ahead. Do not panic. With more testing available, more confirmed coronavirus cases are predictable.
- CareHere recommends you make fresh efforts to remind employees not to come to work when they have had a fever in the last 24 hours. Encourage work from home options when possible and use of telephonic appointments with CareHere.
- Global supply issues are limiting supplies of protective equipment for our health centers. We are continuously evaluating our inventory to protect your health center team and will consider re-allocation as needed and if events warrant.
- The U.S. government, WHO, CDC and CareHere are all stating, please remain calm. It's critical that we REMAIN CALM. CareHere is closely monitoring the coronavirus situation and information from the CDC, the World Health Organization and other trusted resources.
- CareHere has an experienced, cross-functional task force team meeting daily, and we are taking steps to ensure our patients, clients and staff receive the appropriate guidance. CareHere's health center teams are being updated regularly and as the situation warrants.
- CDC.gov is the key source for the most current and accurate information.

While events continue to unfold on the coronavirus, CareHere will issue regular weekly bulletins and additional updates as developments warrant.