



Re: How Inspiring Hospice Group Is Addressing COVID-19

Dear Patients and Caregivers,

Inspiring Hospice Group is committed to the protection of patients from the spread of infectious disease. We are following the guidance of the Centers for Medicare & Medicaid Services (“CMS”), from its March 9, 2020 memo, **“Guidance for Infection Control and Prevention Concerning Coronavirus Disease 2019 (COVID-19) by Hospice Agencies”** (the “CMS Memo”). Here’s what Inspiring Hospice Group is doing, specifically, to follow them:

### **Staffing Measures**

We have put all volunteer visits on hold for the immediate future, in an effort to comply with social distancing recommendations. We are monitoring the health status of staff daily, requiring them to report that they have no respiratory symptoms or fever before seeing patients. Anyone with signs or symptoms is required to stop work and self-isolate at home. No staff member with any suspicion of respiratory disease will come to your home.

There may be times when even asymptomatic staff should avoid patients (for example, when they have been in contact with sick people, or traveling internationally). We are following CMS guidelines for those circumstances, and will adjust the way we work accordingly. Your safety and protection is paramount.

### **Patient Measures**

We are monitoring the health status of patients and their families/caregivers carefully, to ensure prompt detection, triage and isolation. We will conduct COVID-19 screening and testing as appropriate, and we will use appropriate protective gear and supplies.

We may conduct some care team visits by telephone where necessary, as a means of minimizing the chances of infection at a facility. We are actively looking at ways to provide as much support as possible to our patients and caregivers during this time.

### **Going Forward**

Inspiring Hospice Group is regularly checking the CDC and local health department resources for updates on how to best serve you. We will be in very regular contact, with regular visits and calls, throughout this time. As always, please call the office if you need anything.