



Dear Patient,

The Healthy Living Network is closely monitoring the outbreak of the coronavirus disease 2019 (COVID-19) and has implemented strict precautionary measures to ensure the safety of our patients and staff. Home health allows you to receive medical care by a licensed nurse, therapist, or social worker in your home, out of the hospital or physician's office, away from other potentially infected patients.

We have implemented the following protocols to help prevent the spread of the coronavirus (COVID-19):

- Daily, all clinicians employed by the Healthy Living Network are required to check their temperature and complete a thorough health screening questionnaire before reporting to work.
- All of our clinicians have received infection control training, up-to-date protocols, and essential supplies in order to perform all visits in a patient's home, safely and securely.
- All patients referred to our care are screened for symptoms and assessed for risk of exposure to the virus upon admission and prior to each visit.
- We have enacted a no touch/low touch protocol during our patient care to minimize direct contact between clinician and patient.
- We continue to coordinate all patient care with direct orders from Primary Care Physicians. Your physician will be kept up-to-date on the status of your health and immediately informed of any change in condition.
- We are in constant contact with local, state, and federal officials to determine our response to the evolving pandemic ensuring our staff and patient's safety.
- Should you have any questions or concerns our agencies are available 24/7 by phone to assist with your home healthcare needs. We are here to support you.

Thank you for entrusting us with your care.

Sincerely,

Julio Quiñones

CEO