



March 18, 2020

Re: Coronavirus (COVID-19) – UPDATE

Carrus Health Family,

Due to the escalation of COVID in our surrounding area, and an abundance of concern for our valued patients, guests and staff, **effective immediately**, Carrus Health will begin implementing the following new restrictions and will continue with these restrictions until further notice:

1. Visitors will NOT be permitted in any Carrus Health facility (with limited critical exceptions).
2. There will be only one entry point in each facility for entry and exit for all staff and vendors.

Hospital/Freestanding Emergency Room Guidelines:

1. All ER patients are limited to one visitor; who must be a minimum of 18 years old. ER patients should not have visitors who are not necessary for the participation of their care. ER visitors are not permitted to leave the treatment area. If patient requires admission/transfer/testing in other areas of the facility – the visitor is not permitted to accompany the patient (with limited exceptions).
2. There may only be one entry point in each facility for entry/exit. This includes staff, vendors, etc.
3. All visitors (ER and Special Case Visitation) must have a screening conducted as per CDC guidelines (subject to change per CDC latest recommendation).

Clinics:

1. Perform enhanced telephone triage and treatment for patients to avoid unnecessary clinic traffic.
2. Visitors are not permitted with patients in the clinic unless they are essential to our patients care (limit 1 – same guidelines as ER Treatment).
3. Confirm all appointments. When confirming appointments: ask if a patient has symptoms or been exposed to COVID -19.
 - a. If yes – make special arrangements to care for patient while limiting access to other persons.
 - b. Follow Texas/Oklahoma department of Health guidelines for COVID – 19 testing.
 - c. Do not direct patient to Emergency Room unless clinically necessary.

Skilled Nursing/Long-Term Care Facilities:

1. Maintain strict restrictions for all visitors unless an end-of-life issue or other special case emergency arises.
2. Visitors must be screened before admittance including mandatory temperature check.
3. Continue current safety protocols already in place.

Hospice:

1. Maintain current plans.

While I know these are cumbersome, uncomfortable, and somewhat life-altering restrictions being enacted, allow us all to be thankful that we are able to participate in minimizing this very infectious virus. To all of our amazing staff – words will never express my appreciation for your professionalism, loyalty, and passion for what you do. You all are truly amazing people.

While we have many trials heading our way, please trust that Carrus Health Administration is monitoring the situation around the clock. Keeping everyone safe and healthy is not only our top priority, it is our passion.

Kind regards,

A handwritten signature in blue ink that reads "Jon M. Rains". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

Jon M. Rains
President and Chief Operating Officer
Carrus Healthcare
