



Dear Clients,

The news about COVID-19 (Coronavirus) continues at a rapid pace. As your trusted healthcare partner, OurHealth takes our role in keeping you and your employees informed and safe very seriously. At this time, the risk of transmission between people living in the same community remains low, and our commitment is to be prepared and ready to react however this plays out over the coming weeks.

OurHealth has established an internal task force of clinical and corporate leadership to monitor the news and ensure that our clinic teams are able to react to the evolving guidance provided by the CDC. As more cases in more locations are confirmed, we expect this guidance to change frequently.

We plan to send the attached email to all registered patients with an email on file this Friday at 2pm. If you would not like us to send this email to your employees, **please let us know by Noon Friday.**

We understand that this is a lot of information to take in. If you have any questions or concerns, please don't hesitate to contact myself or your Client Success Manager directly. We will continue to provide updates as the situation evolves.

Sincerely,

Katie Vicars
Executive Vice President, Client Success

OurHealth's process

OurHealth will proactively call patients who self-schedule or call in for an appointment due to concerns about COVID-19 and ask them the CDC screening questions prior to their arrival at the clinic. If someone answers positively, they would be considered a "Person Under Investigation" (PUI) and our next step would be to contact the local health department for additional triage guidance (see below for more details on CDC guidance to establish PUI). The CDC has given and will continue to give local health departments specific instructions on how to identify, assess and test those that may be at risk.

If a Patient Answers Screening Questions Positively at One of Our Clinics

If a patient walks into one of our health centers and answers positively to these screening questions, we will follow CDC guidelines:

1. Provide patient a surgical mask immediately upon entering
2. Isolate patient in a well-ventilated room or in their vehicle (if applicable)
3. Contact local/state health department to determine the disposition of each patient based on their specific risks

CDC Guidance to establish PUI

At this time, the CDC is recommending anyone with travel to an affected geographic area (China, Italy, Iran, South Korea or Japan) OR exposure to someone diagnosed with COVID-19 with symptoms of fever, cough or shortness of breath should be considered a "Person Under Investigation (PUI)." The CDC is recommending anyone fitting this criteria NOT present to medical centers unless acutely ill with respiratory distress and instead should stay home and be evaluated by local health department personnel. The CDC covers public health departments and provides mandates on outbreak measures that must be followed.

CDC's Criteria for How to Evaluate a Person Under Investigation

Local health departments, in consultation with clinicians, should determine whether a patient is a PUI for COVID-2019. The CDC has developed its clinical criteria for this based on available information about this novel virus, as well as what is known about [Severe Acute Respiratory Syndrome \(SARS\)](#) and [Middle East Respiratory Syndrome](#)

[\(MERS\)](#). These criteria are subject to change as additional information becomes available.