



March 13, 2020

Dear Partners in Healthcare,

As we continue to navigate COVID-19 together, I want to continue to be transparent in our communication and keep you updated on recent planning within Hospice of Acadiana and its sister companies. We remain committed to leading with partner care and transparency, making our decisions based on facts and science – relying on the experts to guide our actions so we are doing what is best for you, our customers and communities.

In light of the emergence and spread of the Coronavirus Disease 2019 (COVID-19) in the United States, and now locally, Hospice of Acadiana, Palliative Medicine of Acadiana, and the Acadiana Center for Loss & Transition have adopted the protocol below in order to mitigate the spread of COVID-19. Please understand the precautions we are taking are evolving as more information is released.

1. Though we consider a minimum of two visits a week by our clinical staff best practice, for the purpose of decreasing the potential for exposure, we will be decreasing nursing visits to once weekly for stable patients.
2. Effective immediately, we will be calling every home and facility we visit prior to arriving to inquire about any recent confirmed or presumptive infection. The answer received will gauge our use of Personal Protective Equipment (PPE) before entering the home and/or facility.
3. At a minimum, all visiting clinical staff entering a Skilled Nursing Facility or Assisted Living Facility will utilize (in partner with the facility policy) a set of clean scrubs and disposable shoe covers. After the visit is complete the visiting clinical staff will then change scrubs and dispose of the shoe covers.
4. Though already considered best practice, it is worth mentioning as a reassurance, that all clinical staff are responsible for wiping down ALL used equipment after each clinical visit.

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5. Effective immediately, all clinical staff are required to take their temperature prior to leaving home in the morning, and reporting that reading to their immediate supervisor.
6. Effective immediately, we will suspend any unnecessary volunteer contact with facilities and/or patients. Though we are now thoroughly screening our volunteers for signs or symptoms of infection, we feel it to be irresponsible to take any unnecessary risk of exposure.
7. Effective immediately, all clinical and nonclinical visiting staff have been instructed to avoid highly populated areas, both in their private and professional lives. This includes community functions, as well as company functions such as our weekly Interdisciplinary Team (IDT) meetings. These team meetings will be held virtually via call-in to insure continuity in care.
8. Once a patient is confirmed or presumed of having been infected with the virus, Hospice of Acadiana has dedicated employees that will **ONLY** care for COVID-19 patients. These staff members will also provide infection control training to the patient's caregivers and/or family.

For the last few weeks, we have closely monitored and prepared for all possible scenarios to ensure we have an appropriate and effective plan in place. This plan was defined principally by the expert directives from the Centers for Disease Control and Prevention (CDC) and local public health authorities. However, even in light of all the available best practice, we still want to hear from you - our partners. If we can serve you or your facility better, then as your Hospice of Acadiana, we owe it to you to listen.

Please feel free to contact any of the leaders below and/or on the following page. Together we will see this through.

Your Hospice of Acadiana Healthcare partners,

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