



To Physicians Choice Management Patients and PCD Teammates:

The Coronavirus (COVID - 19) is affecting all of us in the United States, and the states in which we serve Alabama, Texas and Oklahoma and we need to take this seriously. Physicians Choice Dialysis/Community Dialysis continues to closely monitor this COVID-19 situation and new developments are happening daily.

Our most important priority is to make sure that YOU, our patients receive the best care possible and our Teammates remain safe; and it is important that YOU, our patients receive your dialysis treatments as scheduled. AGAIN, IT IS CRITICAL THAT YOU, OUR PATIENTS RECEIVE SCHEDULED DIALYSIS TREATMENTS. EVEN IF YOU TEST POSITIVE AS HAVING COVID-19 AND DO NOT HAVE SYMPTOMS, WE HAVE THE CAPABILITY OF SAFELY TREATING YOU.

The Physicians Choice Dialysis teammates and staff are taking significant steps to reduce the chance of transmission of COVID-19 and ensure that our patients and PCD Teammates are safe.

These steps include:

- 1. All PCD Teammates, staff, providers (physicians and extenders) and patients must wear masks provided by the dialysis center; patients will be given a plastic baggie with their name on it to place mask after usage.**
- 2. All PCD Teammates/Staff who have symptoms should not come to work but contact their Primary Care Physicians.**
- 3. All individuals entering the clinic will be asked about symptoms (fever, cough, sore throat, etc), and foreign travel.**
- 4. Strict handwashing on entering and leaving the clinic will be firmly enforced.**
- 5. All patients will receive masks to wear while in the clinic waiting room and treatment area.**
- 6. All staff members will wear full protective gowns, and gloves while in contact with patients in any area.**
- 7. Any individuals who develop fever, cough, or other symptoms of acute illness will be referred to their physician to determine if patient should go to the hospital.**
- 8. The clinic has been intensively disinfected by our PCD Teammates and staff, and this will be done on a daily and ongoing basis.**
- 9. Reception chairs will be 6 feet apart and limited to patient escorts. All individuals entering will need to sanitize their hands before entering the building.**

We are working very hard with local laboratories to get all individuals who have possible exposures tested as soon as possible.

We are taking additional steps for our patients who dialyze at home:

- 1. All individuals should have a 30-day supply of antibacterial pump soap, hand sanitizer, and face masks at home.**
- 2. If you or a family member develops fever, cough, or other symptoms, please contact your home nurse by phone for further instructions. Do not come to the clinic.**
- 3. For required in-person clinic visits, all individuals will be asked about fever, cough, and foreign travel. All patients and visitors entering the clinic will be required to wear a mask.**
- 4. We prefer family members attending clinic visits be minimized as much as possible.**
- 5. Any employee visiting your home to provide service to equipment or for any other reason will be required to wear a mask before entering. Visitors should perform hand hygiene upon entering and before leaving your home. You should also wear a mask during the visit and perform hand hygiene.**
- 6. Any person delivering dialysis equipment or supplies should also wear a mask before entering. Visitors should perform hand hygiene upon entering and before leaving your home. You should also wear a mask during the delivery and perform hand hygiene.**
- 7. Home visits will be minimized at this time. If you require a home visit, you and your family will be required to wear a mask as well as anyone entering your home. All participants will be required to perform good hand hygiene.**
- 8. Equipment swaps will continue to be provided as needed. Biomedical support will continue to be provided, but routine machine maintenance may be rescheduled.**
- 9. If you or a family member test positive for COVID-19 or are in quarantine, you will still receive needed care. If you are healthy, we will try to keep you at home. If one of our PCD Teammates and staff visits during this time, they will wear personal protective equipment and you and your family will be required to wear a mask.**

We are not presently accepting patient admissions for anyone traveling to the United States from an international location. For our current patients who may be returning from international travel, we will take precautionary measures to treat them in an isolated setting with additional infection control precautions in place for their safety.

We are cooperating closely with local and state health officials, the Centers for Disease Control and Prevention, and medical experts, to ensure that we reduce the risk of infection to the greatest degree possible. Our commitment to the safety and well-being of our Patients and PCD Teammates/Staff remain our first and foremost priority.

Physicians Choice Dialysis/Community Dialysis staff is always available to address your questions or concerns.

Thank you,
Tom Karl
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Physicians Choice Dialysis /
Community Dialysis

Thank you,
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Dialysis