



A message from our Chief Executive Officer, Andrea Bohannon

To our valued Patients, Families, Facilities, Caregivers, and Employees,

There is no higher priority to our Three Oaks Family than the Safety of our Patients, Families, Facility Colleagues, Caregivers and Employees. Three Oaks Hospice follows the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), U.S. Centers for Medicare & Medicaid Services (CMS) and National Hospice and Palliative Care Organization (NHPCO) guidelines and policies regarding infection control practices and education for our staff and volunteers, patients, families and caregivers.

The CDC stresses that the immediate risk of coronavirus (COVID-19) infection for most people remains low. As with any illness, Three Oaks Hospice will maintain vigilance with infection control practices, education and surveillance and will continue to serve those in need of our care. These practices include improving hand hygiene and the use of standard precautions.

We want you to feel confident when we are providing services to our Patients and Families. As a result, we have enhanced some of our Safety policies. Employees must immediately report any concerns regarding exposure to COVID-19 to a supervisor, whether the potential exposure has occurred through providing patient care, travel, assisting an ill traveler or other person, handling a contaminated object, or cleaning a contaminated environment. Upon receipt of a report of potential exposure from an employee, the supervisor must ascertain and fully document the circumstances surrounding the potential exposure as reported by the employee, and whether the employee is experiencing any symptoms associated with COVID-19.

We are also screening patients and families, particularly to determine if they have had close contact with an infected person or whether they have travelled recently to countries or regions where spread of the illness has been more rampant, such as China and Northern Italy.

We are monitoring this developing situation closely, and we will adjust as needed and recommended by federal agencies and health organizations, to provide the best possible support for our clinical and operational teams as they continue to provide essential care in the communities we serve.

A handwritten signature in black ink that reads "Andrea Bohannon".

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