



## HealthPRO® Heritage: A True Home Health Partner through the COVID-19 Crisis



Amidst the COVID-19 crisis, HealthPRO® Heritage has organized a multi-faceted approach to preparedness and promotion of safe treatments to our patients, and implementation of strict precautions to prevent the risk of the virus spreading. Our Physical, Occupational, and Speech Therapists remain available and ready to serve the immediate patient care needs of our agency partners, many of whom are reporting staffing challenges.

Our proactive preparedness & operational plan is designed to:

- Inform & educate staff as the situation evolves;
  - [Staff Up-date](#)
  - [Employee FAQ](#)
  - [Documentation Guidance](#)
- Create regular forums for employees to pose questions (daily check in calls with regional staff; weekly FAQ webinars for Rehabilitation Directors and regional staff; ongoing updates to policies, procedures, and directives);
- Take precautions to prevent the spread of the virus
  - [Daily Staff and Patient Response Reporting](#)
  - [Bag technique and Handwashing Policy](#)
- Maintain transparency with customers about our approach & ways we can support them through the crisis;
  - [Customer Blog](#)
  - Directives to staff
    - Maintain constant communication with partners to assure alignment of agency directed rehab practice. Rehab Directors and Regional Operations

staff have contacted all agencies for up-to-date, patient specific procedures and precautions related to provision of care & related services.

- Stay current on newly released information and follow all updated processes & procedures to protect the health and well-being of patients and families, and communicate that information to your staff.
- Look for every opportunity to arrange for virtual or off-premise meetings when appropriate (e.g., case conferences, Strategic Partner Reviews, etc.).
- Manage through instances of suspected and confirmed cases and exposure following CDC and Department of Health guidelines and in concert with customer policies;
- Provide ongoing support for our employees with information regarding policies, protocols, and HR guidelines where COVID-19 questions arise; and
- Make decisions that are in the best interest of the safety and wellbeing of the communities in which we live and work.

Through it all, we remain focused on providing the best possible care to the patients who need our services today – as they did every day before the virus. Therapy is an essential part of caring for the most frail and vulnerable population and is a key factor in maintain quality of life, achieving positive outcomes, and preventing declines in function.

We recognize that this situation is anxiety-provoking and are providing [here](#), several external resources to help employees address and manage through these stressful times. We want to share these with our agency partners to the extent they are helpful.

We appreciate the opportunity to support your efforts and our collective commitment to our shared objectives and strict adherence to COVID-19 related guidelines.

Best Regards,  
David Jones, Senior Vice President  
Ryan Barry, Senior Vice President