

To our valued patients,

We continue to closely monitor the novel coronavirus (COVID-19) situation as it is changing quickly, and new developments are happening daily. Our most important priority is to make sure that you receive the best care possible.

We are taking significant steps to reduce the chance of transmission of COVID-19 and ensure that our employees and patients are safe. These steps include:

1. All individuals entering the center will be asked about fever, cough, and foreign travel.
2. Strict handwashing on entering and leaving the center will be firmly enforced.
3. Visitors in our centers are not permitted in order to minimize the risk to our patients and employees.
4. All patients will receive masks to wear while in the center waiting room and treatment area.
5. All staff members will wear masks, full protective gowns, and gloves while in contact with patients in any area.
6. Any individuals who develop fever, cough, or other symptoms of acute illness will be referred to a hospital.
7. The center has been intensively disinfected, and this will be done on a daily and ongoing basis.
8. While more laboratories are starting to test for COVID-19, testing kits are still not easily available. 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 center.
3. For required in-person center visits, all individuals will be asked about fever, cough, and foreign travel. All patients and visitors entering the center will be required to wear a mask.
4. 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.
5. 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.



6. 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.
7. Equipment swaps will continue to be provided as needed. Biomedical support will continue to be provided, but routine machine maintenance may be rescheduled.
8. 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 employees 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.

Please review the attached handout for additional information about coronavirus and important reminders for staying safe.

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 your safety and well-being remains our first and foremost priority.

Fresenius Kidney Care staff is always available to address your questions or concerns.

Thank you,

Bill Valle

Chief Executive Officer

Fresenius Medical Officer North America