



600 Fifth Ave. 5th Floor
New York, New York 10020

To Our Clients,

At EHE Health we've been closely monitoring the COVID-19 pandemic; these are extraordinary times. But as a healthcare provider that prioritizes the well-being of the whole of our patients' lives, we are focused on being of service to our members, families, and communities. During this COVID-19 outbreak, your health is our top priority.

In addition to closing our clinics and offices to help stem the spread of the disease, we're providing this COVID-19 toolkit for use at your discretion. The attached documents cover vital topics that not only answer questions your employees may have, but also reassure them that there are things they can do to stay safe and to contribute to the health of those around them.

The items in this toolkit can be printed, sent out as attachments, or uploaded onto digital screens. Topics include: *What is COVID-19*, *Safety Tips*, *How to Self-Quarantine*, *Coronavirus vs. Influenza*, *Who's at Highest Risk*, and *What is Social Distancing*, as well the *EHE Health Preparedness Plan*.

You and your employees can also access relevant COVID-19 information on our website at www.ehe.health/covid19.

We understand how challenging this period is. We hope this information assists you in staying informed and alert. As your partner in prevention, EHE Health is here to help.

You and your employees can also reach out to our COVID-19 Hotline at 844.258.1820.

In good health,
EHE Health

COVID-19 Preparedness

March 5, 2020

To all employees, clients, and members,

With respect to the growing public-health concern about coronavirus (COVID-19), EHE Health wants to share information regarding this illness and how to help minimize its impact for you and your family.

With that in mind, EHE Health will specifically cover the following topics:

1. How do you protect yourself? You can prevent the spread of any virus by staying home if you feel sick, covering your sneezes and coughs with your sleeve (not your hands), and washing your hands often.
2. What to do if you are sick? If you have flu-like symptoms (fever, cough, and shortness of breath) and no travel history or close contact with a COVID-19 patient, stay home and call your doctor. *If you need connection to a medical professional call 844.258.1820.*
3. What to do if you are sick and recently traveled to an area affected by the coronavirus or have been in close contact with someone who has? Isolate yourself, call your doctor, and arrange to be tested for COVID-19.
4. What to do if you are in close contact with a COVID-19 patient and do not feel sick? Isolate yourself, call your doctor, and arrange to be tested for COVID-19.
5. What to do if you had non-close contact but exposure to a laboratory-confirmed COVID-19 patient? Self-quarantine for 14 days while self-monitoring for symptoms. If you develop flu-like symptoms (fever, cough, and shortness of breath,) call your doctor.
6. What to do if you had exposure to person with potential exposure to COVID-19 (contacts of contacts)? Self-observation for 14 days to look for symptoms. If you develop flu-like symptoms (fever, cough, and shortness of breath), call your doctor.

EHE Health is continuing to monitor the situation closely and will provide updates on a daily basis.

DEFINITIONS

Close Contact is a) being within approximately 6 feet (2 meters) of a COVID-19 case for a prolonged period of time; close contact can occur while caring for, living with, visiting, or sharing a health care waiting area or room with a COVID-19 case – or – b) having direct contact with a COVID-19 case (e.g., being coughed on).

Isolation means the separation of a person or group of people known or reasonably believed to be infected COVID-19 from those who are not infected with to prevent spread of the communicable disease.

Non-Close Contact means remaining out of congregate settings, avoiding local public transportation (e.g., bus, subway, taxi, ride share), and maintaining distance (approximately 6 feet or 2 meters) from others.

Self-Monitoring means people should monitor themselves for fever by taking their temperatures twice a day and remain alert for cough or difficulty breathing. If they feel feverish or develop cough or difficulty breathing during the self-monitoring period, they should take their temperature, limit contact with others, and seek health advice by telephone from a healthcare provider or their local health department to determine whether medical evaluation is needed.

Self-observation means people should remain alert for subjective fever, cough, or difficulty breathing. If they feel feverish or develop cough or difficulty breathing during the self-observation period, they should take their temperature, limit contact with others, and seek health advice by telephone from a healthcare provider or their local health department to determine whether medical evaluation is needed.

Self-Quarantine means the separation of a person or group of people reasonably believed to have been exposed to COVID-19 but not showing any symptoms, from others who have not been so exposed, to prevent the possible spread of the communicable disease.

Symptoms: Fever of 100.4 degrees F and above, cough, or difficulty breathing.

What is COVID-19?

Coronavirus disease 2019 (COVID-19) is a contagious respiratory illness. It was first identified during an investigation into an outbreak in Wuhan, China. The disease appeared in the United States in January 2020. It was declared a global pandemic on March 11, 2020.

If you have questions, contact our COVID-19 Hotline at **844.258.1820** or email travel@ehe.health.

HOW IT SPREADS

COVID-19 is typically transmitted between people in close proximity (within approximately 6 feet), through infected respiratory droplets produced by sneezes and coughs. It's also possible to contract COVID-19 from a contaminated surface.

SYMPTOMS

Mild to severe respiratory illness

Fever

Cough

Shortness of breath

TREATMENT

There is currently no specific antiviral treatment for COVID-19, nor is there a vaccine.

PREVENTION

Wash your hands often with soap for at least 20 seconds.

Cover sneezes and coughs with your sleeve or a tissue.

Avoid touching your face.

Clean frequently touched surfaces in your home.

Avoid close contact with infected individuals.

Avoid large crowds.

SELF-QUARANTINE AND SELF-ISOLATION

If you are not sick but have had possible or confirmed exposure to COVID-19, self-quarantine for 14 days from the time of your exposure. Follow the CDC's instructions.

If you are sick with symptoms or have been diagnosed with COVID-19, self-isolate. Follow the CDC's instructions.

How to Self-Quarantine for COVID-19

This EHE Health guide is intended for individuals who are not sick but have had possible or confirmed exposure to coronavirus disease 2019 (COVID-19) and therefore should self-quarantine and monitor for symptoms.

How long should I self-quarantine?

14 days from time of exposure.

- 1 Take your temperature with a thermometer two times a day and monitor for cough or difficulty breathing.
- 2 Stay home from school or work.
- 3 Do not take public transportation, taxis, or ride-shares.
- 4 Avoid crowded places (such as shopping centers and movie theaters) and limit your activities in public.
- 5 Keep your distance (about 6 feet) from others. Separate yourself from other household members by staying in a separate bedroom and using a separate bathroom, if available. Household members should care for any pets in the home. Make sure that any shared spaces have good air flow.
- 6 Prohibit visitors who do not have an essential need to be in the home.
- 7 Clean your hands frequently. Wash with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.
- 8 You should not share dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items. After you use these items, you should wash them thoroughly. Wash your laundry thoroughly and dry at the highest recommended heat.
- 9 Clean daily all “high-touch” surfaces, such as counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also clean any surfaces that may have blood, stool, or bodily fluids on them.
- 10 Use a household cleaning spray or wipe, according to the label instructions.
- 11 If you get sick with fever, cough, or difficulty breathing, follow the CDC’s instructions.
- 12 If you need to seek medical care for other reasons, call ahead and tell your doctor you are under self-quarantine for COVID-19.
- 13 Discuss any additional questions with your state or local health department or healthcare provider.

If you have questions, contact our COVID-19 Hotline at **844.258.1820** or email travel@ehe.health.

Who's at Highest Risk for COVID-19?

For their own health and their community's health, **everyone** should be alert and taking preventive measures during the COVID-19 pandemic.

It's therefore essential that people know as much as possible about their current health status.

If you have questions, contact our COVID-19 Hotline at **844.258.1820** or email travel@ehe.health.

Some groups are at greater immediate risk of becoming seriously ill



Older adults
(especially over 60)



Individuals with chronic conditions like heart disease, lung disease, and diabetes

EHE HEALTH

COVID-19 Social Distancing

The spread of COVID-19 can feel overwhelming, but there are things you can do that help protect you, your family, and your community. For instance, the CDC and other health officials encourage “social distancing” as an essential measure to slow the COVID-19 pandemic.

Social distancing means reducing close contact between infected individuals and healthy individuals. Governments and companies have facilitated social distancing by canceling crowded events and closing schools, theaters, and other locations where groups gather. But you can help by making additional choices that limit in-person contact.

In general: Try to put a minimum of 6 feet between you and other people, whether or not you have COVID-19 symptoms.

If you have questions, contact our COVID-19 Hotline at **844.258.1820** or email **travel@ehe.health**.



COOK AT HOME

**ORDER FOOD AND
MEDICATION DELIVERY**

**ENJOY NATURE
(WALKS, HIKES)**

GROUP VIDEO CHATS

**CALL ELDERLY/AT-RISK
LOVED ONES OR NEIGHBORS**

**WASH YOUR HANDS
AFTER BEING IN PUBLIC**

**WORK FROM HOME
IF POSSIBLE**



HUGS, KISSES, HANDSHAKES

**CROWDED
PUBLIC AREAS**

**BARS AND
RESTAURANTS**

MASS TRANSIT

PLAY DATES

**PEAK HOURS AT
GROCERY STORES**

**UNNECESSARY
VISITORS TO HOME**

UNNECESSARY TRAVEL

EHE HEALTH BULLETIN

Here at EHE Health, we've been closely monitoring the COVID-19 coronavirus. Like you, we are concerned for our health and that of our families and communities. But we also know that we are not helpless in the face of this global emergency.

First for us is the safety of our members and the communities we serve. With this goal in mind, we have temporarily closed our owned clinics as of March 16, 2020. Appointments for all our patients—at both our clinics and our network providers—are being rescheduled.

This decision was made after intensive consultation and in accordance with our principles as the national leader in preventive health. Our clinics will resume normal operations when advisable.

It's times like these I am reminded of the importance of our mission here at EHE Health. Along with the measures above, continuing to incorporate sound preventive health practices into your daily routine can go a long way toward maintaining good health during these times. Get enough sleep, eat well, drink lots of water, take a walk outside when possible, make time for quiet time, and connect (by phone or text) with friends and loved ones.

If you have any questions about COVID-19, we've set up a hotline at 844.258.1820, Monday-Friday 10:00AM-6:00PM EDT. After-hours inquiries can be sent to Travel@ehe.health.

Stay calm but alert. Monitor your family and pay attention to health updates in your community. We will get through this.

In good health,
Dr. Cara Pensabene
Medical Director



Dr. Cara Pensabene
Medical Director

Our recommendation for you is that you practice social distancing. This means staying a minimum of 6 feet away from other people, as well as avoiding crowds and unnecessary interpersonal contact.

As you've likely heard, there are other simple things you can do to protect yourself. While COVID-19 is especially risky for older adults and people with serious chronic medical conditions, I encourage everyone to take these basic preventive measures:

Wash your hands often with soap for at least 20 seconds.

Cover sneezes and coughs with your sleeve or a tissue.

Avoid touching your face.

Clean frequently touched surfaces.

If you have questions, contact our COVID-19 Hotline at **844.258.1820** or email travel@ehe.health.

Coronavirus vs. Influenza

COVID-19 and influenza are both infectious respiratory illnesses caused by a virus. But there are other important similarities—and differences—to know. Here's a breakdown.

CORONAVIRUS		INFLUENZA
Fever, runny nose, cough, body aches, shortness of breath, diarrhea 	SYMPTOMS	Fever, runny nose, cough, body aches, sore throat, fatigue, headaches
2-14 days after exposure	ONSET	2 days after exposure
Spread person to person via infected respiratory droplets	TRANSMISSION	Spread person to person via infected respiratory droplets
In development	VACCINES	Available
Approx. 2%. 10-20x more dangerous than simple influenza*	MORTALITY RATE	Under 0.1%
Symptom relief	TREATMENT	Symptom relief and antiviral medications if caught early



If you have questions, contact our COVID-19 Hotline at **844.258.1820** or email travel@ehe.health.

*The CDC and other health officials caution that the exact rate is still extremely difficult to measure given the number of asymptomatic infections and inadequate testing.

6 CORONAVIRUS SAFETY TIPS

These six simple steps can dramatically reduce your risk.



Cover sneezes and coughs with your sleeve or a tissue.



Avoid touching your eyes, nose, or mouth.



Wash your hands often with soap for at least 20 seconds.



Stay home if you feel sick.



Clean and disinfect frequently touched surfaces.



Avoid crowds when possible.

If you have questions, contact our COVID-19 Hotline at **844.258.1820** or email **travel@ehe.health**.