

MEMORANDUM

To: PsyBar customers, employees and providers
From: Lori Seviola, C.E.O., Katie Connell, Ph.D., Chief Clinical Officer, John Rodning, C.O.O.
Date: 3/16/20

During this uncertain time, we want to ensure clear and concise communication about PsyBar's operation.

We are monitoring the unfolding situation very closely, following CDC guidelines and procedures, and we are frequently in touch with the customers and agencies we serve.

As of today, our clinics are open, and we are continuing to conduct exams. The safety of our staff, employees, providers, and claimants are our utmost focus and we will continue to monitor the situation and be in touch with updates as they become available.

We are thinking of you and your family during this difficult time, please reach out with any questions or concerns and thank you for your continued efforts.

At present, due to the wide circulation of the COVID-19 (coronavirus), PsyBar has implemented these **additional** measures that reflect the recommended standards of the Center for Disease Control and Prevention (CDC) to protect the health and well-being of employees, providers and your insureds/employees.

Exam Confirmation Process

During the exam confirmation process the following information will be included in all confirmation letters to claimants and customers (to be sent to insureds/employees.) All insureds/employees scheduled for an evaluation, must self-disclose any exposure or suspected illness. Specifically, insureds/employees will be asked the following questions:

- Are you feeling sick with any of the following symptoms: fever, cough, shortness of breath, tiredness, aches and pains, nasal congestion, runny nose, or sore throat?
- Have you had close contact with someone who is sick and who has or might have COVID-19 infection or has cold/flu-like symptoms in the last 2 weeks?
- Have you come back from China, Iran, Italy or S. Korea within the last 2 weeks? (Get date of return)
 - If you answer **yes** to any of these questions, please immediately contact the individual that scheduled your examination. Your examination will need to be rescheduled to 14 or more days out.
 - If you answer **no** to these questions, your exam will proceed as scheduled.

PsyBar staff will also make confirmation calls, if we reach the employee/claimant we will ask the same questions.

- If claimants answer in the negative, we will confirm attendance in accordance with their already scheduled exam.

- If claimants answer yes to any questions, we will cancel their already scheduled exams and instruct the claimant to please call their insurance carrier/employer to reschedule his/her appointment.

If we are unable to reach the employee/claimant and leave a message, the confirmation call voicemail will include the following:

“if you are feeling sick, have a fever, cough, shortness of breath, tiredness, aches and pains, nasal congestion, runny nose or sore throat, or had close contact with someone who is sick or who has shown flu-like symptoms in the last two weeks, please call your insurance carrier/ employer to reschedule your appointment.”

Additional Steps PsyBar is Implementing at our Facility Locations:

We would like to confirm with you, our customers, that we are following the CDC recommended facility management plans and all sick visitors, claimants, employees and vendors will be barred. Our locations will follow the below handling procedures as well:

- CDC posters will be posted prominently in all offices, including waiting areas.
- Staff will ask the same questions as outlined in the **EXAM CONFIRMATION PROCESS**.
- Incidents may be documented on an incident report.
- Employees with a fever and/or the flu cannot return to work until the return to work date given by their medical provider or until they have been fever free without the aid of any medication for at least 24 hours if they did not see a medical provider.
- Employees quarantined due to COVID-19 (corona virus) (either exposure or illness) cannot return to work without a return to work note from a medical provider
- Employees who have a member of their household with COVID-10 or who has been quarantined due to the virus **MUST** notify their supervisor immediately.
- In clinics, all high touch areas are being cleaned with an approved disinfectant before and after any assessments.
- We continue to actively communicate with our staff and doctors the role each of us can play to help prevent the spread of any germs, by following recommended CDC guidelines.

Independent Doctor Panel Action Steps

We also recognize that our doctors have a responsibility to only present for assessments symptom free to protect the health and welfare of your insureds/employees. Our network of doctors is following both the CDC and APA recommendations for facilities, examinations and communications with insureds /employees. All doctors have been instructed to develop and implement clear plans which address how to ensure health and safety in their office locations. All doctors will be asked to verify they have such measures in place before an exam will be scheduled at their location.

These policies are in accordance with our business continuity plan, if you would like a copy please let us know and one will be forwarded to you.