

Dear Valued Patient,

With the increasing news and concern regarding the COVID-19 coronavirus, Cancer Care Specialists wants to ensure our patients that we are monitoring the developing situation. From the earliest stages of this outbreak, Cancer Care Specialists has been working with our local hospitals, health department, and CDC to ensure that we have resources in place to provide continued care to our patients. Our business continuity plan is the backbone of our efforts which we test and verify annually.

Our continuity plan includes:

- Bringing in additional facility cleaning and disinfection resources.
- Working with our vendors to ensure we have adequate supplies.
- Implementation of a Symptomatic Screening Program.
- Adding additional hand sanitizer and PPE stations throughout the clinic.
- Encouraging any staff member who may be symptomatic to not come to work, and focus on his or her wellness
- Proactively monitoring the developing situation and managing our staff members to stay healthy.
- Implementing remote work technology for eligible positions.

To help prevent the spread the COVID-19, Coronavirus, flu and illnesses, please follow these important tips:

- Use proper handwashing technique, wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- It is also recommended you cancel or postpone any nonessential flights and cruises, particularly international travel.
- Contact our office, local hospital, health department or CDC immediately if you are experiencing severe symptoms.
- Contact our office if you are experiencing any symptoms prior to coming into our office (especially shortness of breath and fever).

We will continue to monitor the news and collaborate with the CDC, local, state and federal governments to ensure we adopt and implement any recommendations in real time. We hope you and your loved ones remain safe and healthy.

Sincerely,

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