

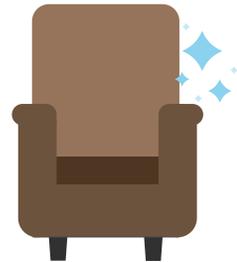
# Keeping you safe in center

FROM COVID-19 (CORONAVIRUS) AS OF MARCH 16, 2020

You are part of the VillageHealth family. Your safety is our top priority.

## Steps VillageHealth is taking to keep you safe during this time:

- VillageHealth has been preparing for the COVID-19 (Coronavirus) since January. We are in daily contact with the Centers for Disease Control (CDC) and other experts to ensure we are acting upon the latest information.
- VillageHealth teammates are trained experts in infection control. This includes when to wear protective equipment like gloves and masks, when to wash hands, and how to clean a patient's access site.
- VillageHealth care team members with symptoms and potential exposure will not be allowed to work. They can only return after they have no symptoms for 72 hours.
- What about masks? Your teammates will guide you when to use masks.



Talk to your Care Team if you have any questions or concerns.

# What you can do to stay safe

FROM COVID-19 (CORONAVIRUS) AS OF MARCH 16, 2020

Do these things to stay as safe as possible:

- Keep coming to the dialysis center for your treatments.
- Avoid close contact with people who are sick and **avoid crowds** as much as possible. **Practice social distancing.**
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid touching food and eating with unwashed hands.
- Cover your cough with your elbow or arm, not your hands.
- Wash your hands **more often**, especially after being in public places or being in close contact with people. Use soap and water for at least 20 seconds. Or, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Have enough household items and groceries on hand so that you will be prepared to stay at home for a period of time. Ask your dialysis clinic about the emergency dialysis diet.
- Avoid travel and large gatherings as much as possible.



Let us know if you are feeling unwell, have a fever or flu-like symptoms.

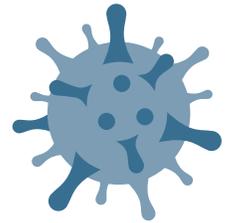
We are working to help keep teammates and patients safe.  
Thank you for trusting us!

# COVID-19 (Coronavirus)

WHAT YOU NEED TO KNOW AS OF MARCH 16, 2020

## What is the coronavirus?

Coronaviruses are a group of viruses. The recent outbreak is from a new coronavirus (referred to as COVID-19) that had not been found in humans before December 2019. It's a different kind of virus than those that cause the flu or common cold, but the symptoms they cause can be pretty similar.



## Who can get COVID-19?

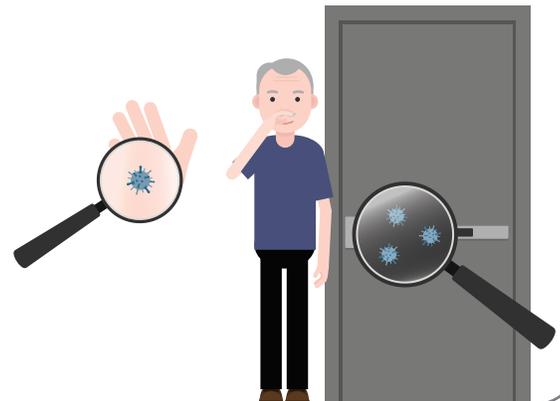
The virus can affect people of all ages. However, the greatest risk of infection is for elderly and sick patients. This includes people with late-stage kidney disease.

## How does it spread?

**1: Person-to-person.** The virus is thought to spread most commonly from person-to-person. It may happen this way:

- An uninfected person gets close to a person who is infected by coronavirus (within about 6 feet)
- The infected person coughs or sneezes, sending coronavirus germs into the air. The germs then land in the mouth, nose, or lungs of the uninfected person

**2: Surface-to-person:** It's also possible that the coronavirus germs get onto a surface, like a doorknob or a cell phone. An uninfected person may get the germs on their hand by touching the surface. They then touch their mouth or nose, and the germs get into the body.



## What are the symptoms?

Patients with COVID-19 have experienced mild to severe respiratory illness. Unfortunately, it can be complicated and fatal in some people. Look for these NEW symptoms and compare them to how you feel normally:

### Common

- fever
- dry cough
- shortness of breath

### Sometimes

- headache
- sore throat
- fatigue

### Rare

- runny nose
- diarrhea



It usually takes about 5 days to see symptoms after being infected. However, it may take up to 14 days or more in some cases.

## What if I have symptoms?

- Call your doctors right away and tell them you have symptoms of COVID-19. Follow their instructions. Tell them you are a dialysis patient. You may be directed to a COVID-19 testing center.
- Call your dialysis center right after your doctor. We will provide instructions for you to get the right dialysis treatment.
- Except for dialysis treatments, stay home unless instructed otherwise by your dialysis center or doctor. You want to avoid coming in contact with others and spreading the disease.

## Stay up-to-date

**Call your dialysis center:** for questions on your personal health and local updates

**Centers for Disease Control:** [www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html](https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html)