

# To our patients and caregivers

As the novel coronavirus COVID-19 continues to make headlines, UPMC Home Healthcare and Family Hospice are working hard to make sure we can continue to provide excellent care to our patients during this time. We are taking steps every day to protect our patients and our staff from this virus. We want to let you know that UPMC Home Healthcare and Family Hospice fully intend to make sure that your care will be uninterrupted.

Throughout our organization, we are following our emergency preparedness plans and the strict guidelines set by UPMC and the Centers for Disease Control and Prevention (CDC).

In order to treat our patients as safely as possible, UPMC Home Healthcare and Family Hospice have made the following preparations:

- **All visiting staff members are being screened to reduce the risk of transmission of the virus and will be wearing masks throughout the visit.**
- **All visiting staff will continue to use the highest standards of disinfecting, sanitizing, and handwashing per UPMC policy and CDC guidelines. For patients with known exposure to the virus, additional precautions will be used.**
- **To reduce risk of exposure to patients, household members, and staff, all patients should wear a mask during visits unless the doctor advises against it due to a medical condition. Household members should also mask unless their doctor advises against it due to a medical condition. If anyone in the household is unable to wear a mask due to medical reasons, please speak with a staff member to discuss reasonable accommodations.**
- **Patients diagnosed with or under investigation for COVID-19 will be provided with a mask to wear during visits.**

- **Household members participating in care should adhere to social distancing. Household members not caring for the patient should stay in another room during visits.**
- **We are working closely with county, state, and national regulatory agencies specific to home care and hospice to ensure we have accurate information and are prepared for new developments.**

As a world-class academic medical center, UPMC provides outstanding patient care and conducts research to improve that medical care. This positions us to meet this current health care challenge head-on. Be assured that UPMC Home Healthcare and Family Hospice are up to date on this changing situation.

We encourage all within our community to pull together to support one another through this difficult time, and we remain grateful for the opportunity to care for you and your family.

For the most current information on the Coronavirus and UPMC's readiness, visit [UPMC.com/coronavirus](https://www.upmc.com/coronavirus).