

Implementation of COVID-19 Service Safety Protocols

Joerns Healthcare is doing our part to continue servicing our provider partners in the safest manner possible as we align to the national state of emergency declared on March 14, 2020. With the novel coronavirus, or COVID-19, continuing to spread across the United States, Joerns will begin a new screening protocol aligned to CDC recommendations, for delivery, pickup and/or service requests designed to ensure the safety of our associates, you, our customer, and your patients.

When ordering medical equipment or requesting pickup or service of equipment via phone or Joerns online service portal, MyJHC, the user will be prompted to answer the following questions:

- Does the patient (or any caregiver or attending family member) now, or have they in the last 14 days, exhibit(ed) symptoms or been in contact with anyone who has exhibited symptoms of COVID-19 (also known as Coronavirus)?
- Has the patient (or any caregiver or attending family member) now, or have they in the last 14 days, tested positive for or been in contact with someone who has tested positive for COVID-19 (also known as Coronavirus)?
- Has the patient (or any caregiver or attending family member) now, or have they in the last 14 days, been requested by or been in contact with someone who has been requested by a medical professional to self-quarantine?
- Has the patient (or any caregiver or attending family member) now, or have they in the last 14 days, traveled to or been in contact with someone who has traveled to a Level 3 Country as defined by the CDC?

If the answer is YES to any of these questions, the preventative protocols on page two of this document will be followed. NOTE: If the order is being placed on MyJHC and they answer “Yes” to any of the individual questions, user will be instructed to call our toll-free number to complete the order process.

The health and safety of your patients and our team members is our top priority. We appreciate your partnership in supporting these recent changes as we work to keep our communities safe and healthy.

A handwritten signature in black ink that reads "Doug Ferguson".

Doug Ferguson
Chief Strategy Officer

JOERNS HEALTHCARE PREVENTION PROTOCOL: If Potential for Coronavirus Exists at Service Site

Joerns Healthcare will follow the protocols below if the answer is YES to any of four screening questions, indicating the presence of potential symptoms or exposure history:

Patient in a Facility

Our service technician will not enter the facility.

- DELIVERY: The technician will meet the contact at a safe location outside the facility (i.e. loading dock, parking lot) to complete the delivery.
- PICKUP: We require the facility to disinfect the equipment and we will pick up outside the facility (i.e. loading dock, parking lot).

Patient at Home

Our service technician will not enter the home.

- DELIVERY: Our Customer Service team will work with the caregiver or family member to arrange alternative delivery outside the home at the address.
- PICKUP: Our Customer Service team will work with the caregiver or family member to arrange alternative pickup options outside the home at the address.

Our Joerns sales representatives and customer service (800.826.0270) teams are on standby to help you with any questions or concerns.