

# Coronavirus (COVID-19) Preparedness Plan

► **ROTECH COMPANIES ARE READY TO BE PART OF THE SOLUTION!**

## WORKING TOGETHER WITH YOU TO PREPARE

We understand the importance of getting **chronic patients discharged timely** so they can manage their condition in the safety of their homes. *While other providers may feel intimidated by this evolving situation – or simply abandon you and your patients – Rotech is prepared to be part of the solution!*

- We need to **exchange contact information** to ensure it's current & correct (*mine is at the bottom of this page*).
- What is the **best way to reach you?** (*Cell Phone, Email, Direct Phone Line, etc.*)
- How you would prefer us to **deliver portable tanks** to your patients going home on oxygen?
- Once we set up a patient at home, **what type of follow-up do you prefer?** (*Phone Call, Text, Fax, etc.*)
- Help us understand **how we can meet your needs** as you work hard to transition patients to their home.
- Is there a way we can get **access to your facility's EMR system**, so we can proactively obtain important information (*testing results, patient notes, etc.*) and save you time? **Let us make it easy for you!**
- Help us understand **how we can meet your needs** as you work hard to transition patients to their home.

## IF THINGS GET WORSE

Rest assured we will respect your processes & protocols during this time of growing concern. We are prepared and eager to **work with you on creative solutions** to problems that may arise, and we will be as flexible as possible to meet your needs and exceed your expectations.

- **Consignment Closet Options** are immediately available! We can provide you with a few portable oxygen systems, nebulizers, and other equipment to have on hand in case things get worse.
- We will work with you to develop **Alternative Delivery Options** (*for example: meeting designated hospital staff at the entryway with paperwork & equipment, delivering to the purchasing or biomed department, or using an alternative site at the hospital.*)
- **Tell us what you need** – *if we can provide it, we will!*

## STEPS WE ARE TAKING

We are still here to help care for your patients who need oxygen, ventilators, CPAP/BiPAP therapy, negative pressure wound therapy, and nebulizers. The **health and safety** of our employees and customers is always our top priority.

- We are providing **expedited delivery** for patient discharges.
- Our employees are provided with appropriate **Personal Protective Equipment (PPE)** including gloves, MadaCide hand gel & disinfectant solution, etc. – and are **strongly encouraged to stay home** if they're sick.
- We are reinforcing our **infection control process** – directing employees to **wash their hands** often and thoroughly **clean & disinfect** all tablets, keyboards, workspaces, medical equipment, etc. after each use.

## THE ROTECH ADVANTAGE

As an accredited national company, we can offer resources and equipment availability other providers can't.

- 24/7 After-Hours Call Center, staffed with live Rotech employees
- Initial & Ongoing Plans of Care
- We accept Medicare, Medicaid, and most private insurances

*Call us  
TODAY!*

### YOUR LOCATION NAME HERE

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