

# Keeping you safe

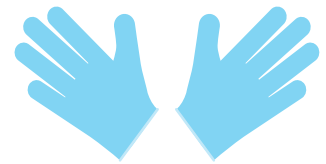


FROM COVID-19 (CORONAVIRUS) AS OF APRIL 6, 2020

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

- DaVita is staying in close contact with the Centers for Disease Control and Prevention (CDC) and other experts to ensure we are acting upon the latest information.

- DaVita care team members are trained experts in infection control and are taking extra precautions during this time.



- When visiting your home clinic, please only bring your primary care partner as necessary as we are restricting non-essential visitors.

- We are screening every person who enters the clinic, per CDC guidelines.



- Everyone in the center (patients, care partners, and care team members) should wear a mask at all times in our centers. Bring a mask from home when you visit the center.

- It's important for us to stay connected together. We offer all home patients a way to virtually stay in touch with your DaVita team and physician to reduce your risk of exposure. You can download and use the DaVita Care Connect™ app on a smart phone. Ask your dialysis center for instructions or visit [DaVita.com/covid-19-information](https://www.davita.com/covid-19-information).



**Talk to your Home care team if you have any questions or concerns.**



Interested in staying up to date on COVID-19 updates? Share your email and/or cell phone number with your care team for emails and text message alerts.



We appreciate your help in keeping everyone safe. Please let us know how we can support you through these changes.

# What you can do to stay safe

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## Do these things to stay as safe as possible:

- Save your masks and gloves for your treatments only! Avoid sharing these with others. Talk to your care team about the latest mask guidance.
- Be proactive in ordering your dialysis supplies, household items, and groceries. Keep enough supplies to perform safe therapy at home, but do not over stock supplies as many patients need these.
- If you have not been exposed and do not have symptoms of COVID-19, keep coming to the dialysis center for your appointments, especially your lab visits as ordered by your doctor. Dialysis is medically essential and is exempt from any shelter-in-place orders.
- Wash your hands often for at least 20 seconds. Or, use hand sanitizer that contains at least 60% alcohol.
- It is normal to feel scared or anxious during this time of uncertainty. Take time to stay connected to others (over the phone) and continue to do the things you love (at home).



## Stay up to date

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

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

**DaVita's Website:** [www.davita.com/covid-19-information](http://www.davita.com/covid-19-information)

**Call 1-800-400-8331:** for questions on DaVita's response to COVID-19

# Connect from home

AS OF APRIL 6, 2020

Get nurse care from home and help stay safe from COVID-19

DaVita has technology that helps keep you safe

- DaVita Care Connect™ is an app that you can download to a smart phone.
- It gives you the ability to stay in touch with your clinic **if you can't visit and need to stay home because of COVID-19.**
- You can have a secure video visit with your care team. It's like using FaceTime or SKYPE, but secure. You can see their face and talk to them, almost like you're at the clinic.



How it works

- Download the app on a smartphone. It works on most smart phones like iPhone, Samsung, LG, and other Android phones. Go to [DaVita.com/covid-19-information](https://www.davita.com/covid-19-information) for help installing and instructions on using the app.
- If you do not have a device, consider asking a family member or care partner with a device to download the app on your behalf.
- Call your nurse and let them know you are ready to connect.



Google Play



**Download the app now to be prepared.**

Go to [DaVita.com/covid-19-information](https://www.davita.com/covid-19-information) for more information.

If you have symptoms such as fever, cough, shortness of breath, or have been potentially exposed to COVID19, please contact your DaVita Home clinic.

# COVID-19: Safety during transportation

AS OF APRIL 10, 2020



1 Get screened by teammate



2 Wash hands thoroughly



3 Leave with surgical mask

