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

DaVita®
Kidney Care

Keeping you safe in center

FROM COVID-19 (CORONAVIRUS) **AS OF APRIL 21, 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 on COVID-19 (coronavirus) to ensure we are acting on the latest information.

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

• We are restricting any individuals who are not essential to dialysis care from being in our centers.

• We are screening every person who enters the center.

• Everyone in the center, both patients and care team members, should be wearing a mask at all times while they are in our centers. Even people without symptoms can spread the virus.

• Your center may make changes to your treatment schedule and location based on patients' symptoms and exposure to the virus.

• We have heard your questions and, rest assured, our centers will remain open to provide safe dialysis care. We are here for you!

Talk to your Facility Administrator if you have any questions or concerns.

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

DaVita
Kidney Care

What you can do to stay safe

FROM COVID-19 (CORONAVIRUS) **AS OF APRIL 21, 2020**

Do these things to stay as safe as possible:

- Stay at home as much as possible. Have food, medications, and supplies delivered.

- Keep coming to the dialysis center for your treatments. Dialysis is medically essential. Let us know if you have concerns about your transportation.

- Keep your mask on securely, always, when you are at the dialysis center.

- Wash your hands and sanitize often!

- If you feel sick, let your physician and care team know.

- It is normal to feel scared or anxious. Take time to stay connected to others (over the phone) and continue to 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

DaVita's Website: www.davita.com/covid-19-information

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

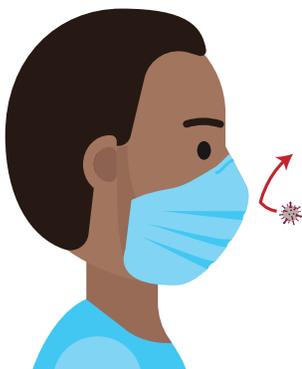Call **1-800-400-8331** for questions on DaVita's response to COVID-19

Properly Masking for COVID-19

AS OF APRIL 6, 2020

Only properly worn masks protect against COVID-19

Protection Layer 1:
Droplets captured in the mask
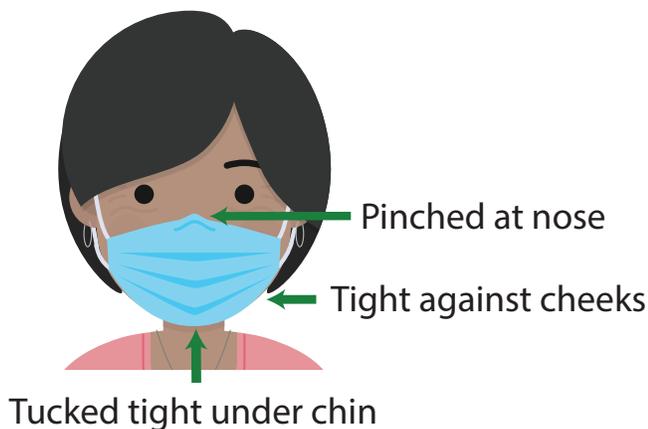
Protection Layer 2:
Germs & droplets blocked

In our centers, everyone has to wear surgical masks to reduce the spread of COVID-19. This gives two levels of protection.

• Protection Layer 1: the mask blocks droplets that could carry germs from leaving the mask when someone breathes out.

• Protection Layer 2: if any droplets do leave the person's mask, they are blocked from entering the nose or mouth of other people by the masks they are wearing.
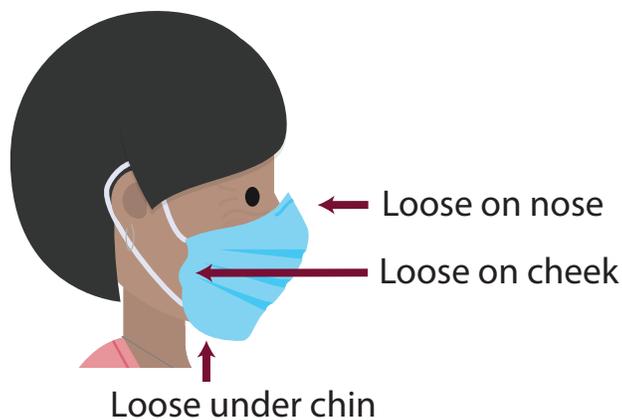
The right way to wear a surgical mask

Surgical masks protect against COVID-19 when worn correctly. When you put on your mask, pay close attention to the nose, cheeks, and chin. All must be tight - no gaps!

Correct

Pinched at nose

Tight against cheeks

Tucked tight under chin

Incorrect

Loose on nose

Loose on cheek

Loose under chin

It may be hot and stuffy, but that means you're doing it right!

Keep your mask in place

- The mask must remain in place. This includes not moving the mask to talk, eat, drink, or itch your nose or face.

- The exception is for patients who take an oral medication, nutritional supplement or small amount of food that is clinically necessary (as determined by your dietitian), and only remove their mask for a few seconds.

- Just like a scuba diver wouldn't remove their mask because water would rush in, we shouldn't remove our surgical masks, because germs can come in.
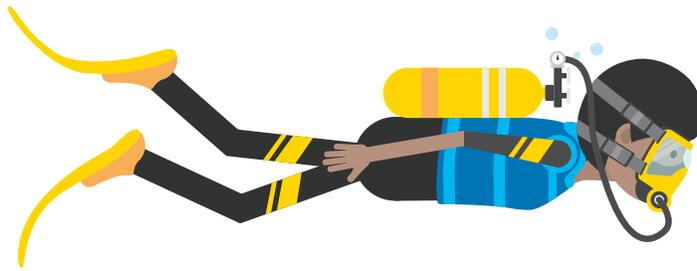
Keep the mask on

- Keep it on throughout the center– waiting room, treatment floor, bathrooms and even offices and conference rooms!

- Don't wear it on your forehead or neck...keep it in place, always!

Don't be a unicorn!   Don't expose your nose!

Let's help protect each other by noticing when we see improper mask wear.

Hey Maxine, your mask looks a little loose. Would you mind tightening it for me? Thanks for your help in keeping us safe!

Your safety is our top priority. A properly worn mask is good protection!

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

COVID-19: "Stay at Home" Update

AS OF APRIL 6, 2020

Your area may be under "stay at home," "shelter in place," or "lockdown" orders. Even if you don't have this government order, it is still recommended that dialysis patients follow good stay at home practices. Here are some tips.

Important: Dialysis is considered an essential medical treatment. You are allowed to leave your house to come to dialysis. It's needed to keep your blood clean and immune system strong to fight off germs, like COVID-19.
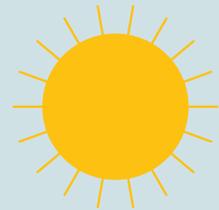
Stay at home.
Try to have food, meds, and supplies delivered. Only leave for essential medical treatments, like dialysis.

Trouble with transportation?
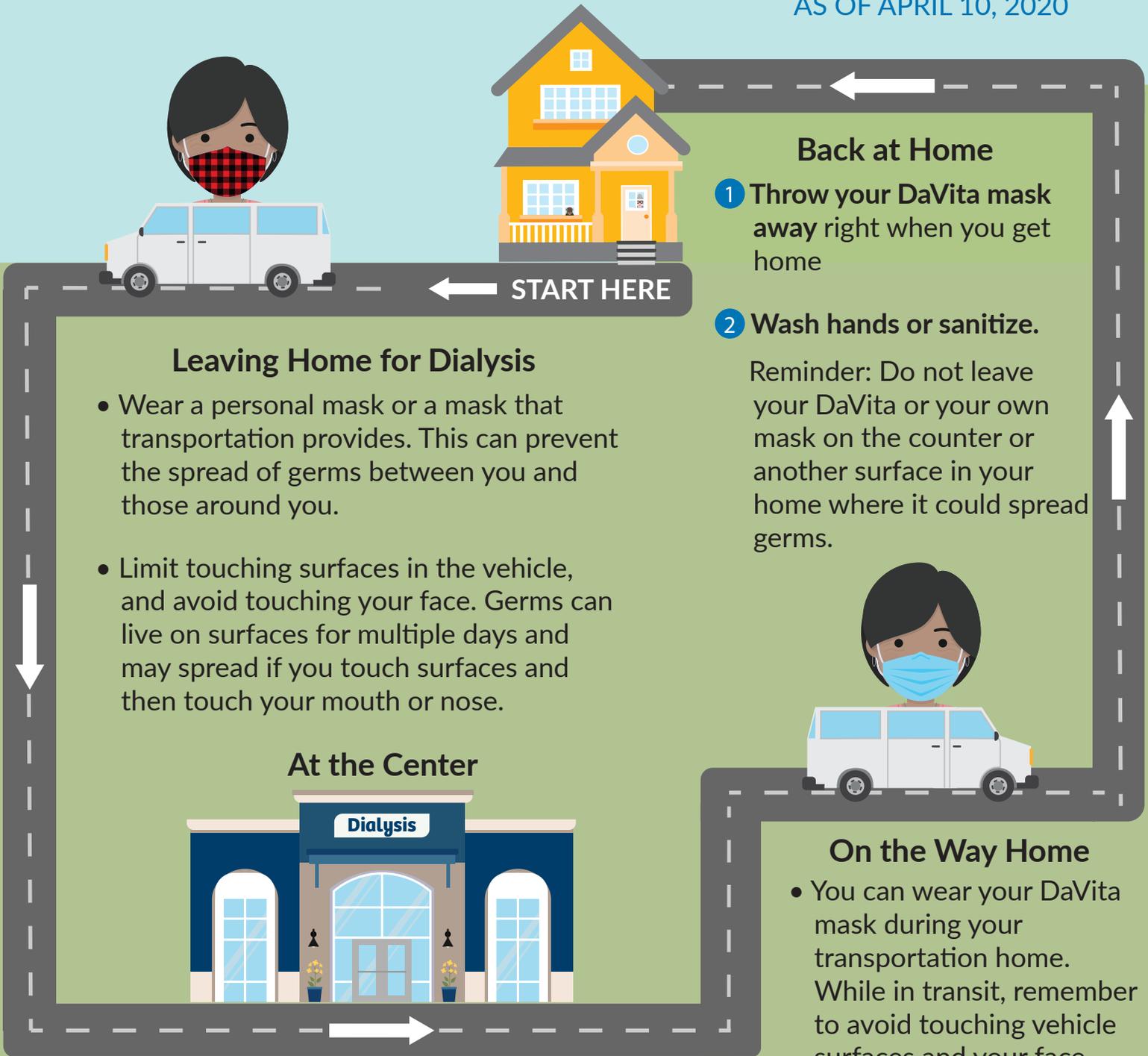Let us know. We can work with you to try to find solutions to get you to treatments and home after.

Always come to dialysis.
We'll be open for you! We follow infection control procedures to keep you safe.

Have questions? Talk with your care team. We are here to listen and support you!

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

DaVita Kidney Care

COVID-19: Safety during transportation

AS OF APRIL 10, 2020

START HERE

Leaving Home for Dialysis

- Wear a personal mask or a mask that transportation provides. This can prevent the spread of germs between you and those around you.

- Limit touching surfaces in the vehicle, and avoid touching your face. Germs can live on surfaces for multiple days and may spread if you touch surfaces and then touch your mouth or nose.

At the Center

Dialysis

Back at Home

1 Throw your DaVita mask away right when you get home

2 Wash hands or sanitize.

Reminder: Do not leave your DaVita or your own mask on the counter or another surface in your home where it could spread germs.

On the Way Home

- You can wear your DaVita mask during your transportation home. While in transit, remember to avoid touching vehicle surfaces and your face.

1 Wash hands or sanitize

2 Store mask from home

3 Wash hands again

4 Treat with surgical mask

5 Leave with surgical mask

Bye!