Dear Activate Clients and Patients,

The spread of the COVID-19 virus has created a difficult challenge for our country and the world. While there is no playbook for a situation like this, delivering great service for our clients and their employees 24 hours/day is the foundation of what we do every day. This means providing the high-quality care you count on in good times and, more importantly, in challenging times. In keeping this commitment, the health and well-being of your employees will always be our top priority.

As COVID-19 impacts more lives in our communities, we are prepared and able now to offer medical expertise and leadership for your organization. Please feel free to involve us in your COVID-19-related meetings and initiatives where we can provide guidance on the latest information, recommendations, risk factors and care of your employees now and into the future. We are proud to serve as your company’s dedicated medical resource and partner.

A centralized telephone hotline has been established for questions you may have about COVID-19 or other areas that are important to you during this time. Please call 1-833-979-2211 if we can help in any way. As always, your local leader, Diane Bristol and her team, is available 24/7 as your first call. Our goal is to stay in close contact with you through outreach by your local leader at least several times a week to ensure we are meeting all your needs. Employees should continue to call their local clinic if they are experiencing respiratory symptoms or suspect exposure to the virus, where clinicians will provide guidance and direct them to follow-up care. We are not testing asymptomatic patients.

The following proactive measures are underway in response to COVID-19 and its public health impact:

Reducing Clinic Traffic with Virtual Visits
We recommend a phone call or video visit first before patients visit the clinic. Patients have the option to call or video conference with their provider using a mobile device or desktop computer. If their provider determines they need to come into the clinic or needs to be tested, they'll be scheduled for a visit right away. Reminder: patients should always call the clinic first to determine the type of appointment needed.

Robust Pre-Screening Protocols
Whether by phone or video, your employees should expect a series of questions to ensure they receive the care needed without unnecessary risk to them, the care team or clinic environment.

Prioritizing Urgent and Acute Care Appointments (in certain situations)
For the safety, health, and well-being of your employees, we may reschedule or delay non-urgent clinic visits. This flexibility allows us to serve employees who require immediate care and prevent unnecessary exposure to others.

Medication Refills Process
There are multiple avenues for employees to refill their medications. They should start by calling the clinic first and we will work with each patient individually to reach the best solution.

Notifications of COVID-19 Cases Diagnosed in the Clinics
We will notify you if a COVID-19 case is confirmed in the clinic and our internal medical advisory team will provide an action plan that aligns with state and federal recommendations to provide the best care for your employee.
**Emotional Health and Well-Being Solutions**

Our goal is to always be your employees’ first call for any of their healthcare needs. This includes assistance in successfully managing the common stressors and emotions they may be experiencing with the current situation. The clinical teams also advise patients on general wellness solutions which is especially important as employees transition to working from home. We are pleased to provide guidance, care and medication management for your employees’ health and well-being needs, and we are always available 24/7.

We have established an internal COVID-19 task force which meets daily and continually monitors the latest information from the Centers for Disease Control (CDC), state Departments of Health, World Health Organization (WHO), Johns Hopkins Center for Health Security and other important resources. Rest assured that we’re here to support you every step of the way during this period of uncertainty. We’re honored to serve as your medical team. Most of all, we remain hopeful, as this situation will pass, and we will learn a lot together as partners.

With gratitude,

Chris Miller  
Chief Executive Officer

Tobias Barker, MD  
Chief Medical Officer

Deb Geihsler  
Executive Vice President

Ben Stapleton  
SVP Operations