



Serenity Hospice remains committed to providing compassionate end of life care for all patients and their families during this uncertain time. We continue to adhere strictly to all COVID-19 recommendations from the Centers for Disease Control and Prevention (CDC), the Georgia Department of Public Health and all local county health department directives. Be assured that the health and safety of our patients, families, employees, and community healthcare partners are of our highest priority.

Serenity Hospice will continue to play a critical role as we support our hospitals and other health care providers in keeping appropriate patients out of the hospital and safely at home during this unprecedented pandemic. Serenity has implemented strict infectious disease protocols to ensure that the risk of exposure is mitigated for everyone, but particularly for those individuals who are considered most vulnerable and at risk for serious complications from the COVID-19 virus.

Serenity has implemented many processes to support the safety of our team, our clinical partners, and patients since this outbreak began. These processes include daily self-screenings by every employee, education on proper PPE utilization, best infection control practices as well as specific and individualized disinfecting of all equipment in the field and in our offices. Our team continues to follow social distancing guidelines, wear masks in every home or facility and has been encouraged to avoid highly populated areas both professionally and personally to reduce their risk of contracting COVID-19.

The telehealth option for patients in facilities, telephonic check-ins to manage symptoms, and virtual support for our partners has been implemented and is being executed in many locations.

Any patient referrals with COVID-19 as an active diagnosis will be evaluated on a case by case basis. Serenity will work closely with the patient, their family, our community's healthcare providers and our staff to ensure the safety and quality of care for all involved prior to formulating a plan of care individualized for each person.

Serenity Place, the Inpatient Unit located in Dublin GA remains open 24 hours a day, 7 days a week and is following CDC and CMS guidelines for healthcare facilities. Currently, each visitor to the IPU must have screenings performed prior to entry which includes temperature checks of less than 100.4 degrees, have not been in primary contact with anyone who has or has recently had COVID-19 and has not demonstrated any of the common related symptoms to COVID-19 such as fever, headache, cough, etc. Visitors are limited to two at a time to allow necessary time with loved ones, but also recognizing we are in the midst of a pandemic, which requires steps to limit risk of exposure for everyone. We do ask that visitors always remain in the patients' room and avoid common areas. Hand sanitizers are in several places of the IPU for your frequent use.

Gentle reminders to prevent the spread of COVID-19 include:

Stay home if you or a family member who lives with you are sick or have a fever.

Wash your hands frequently with hot water & soap for at least 20 seconds.

When hand washing is not feasible, use hand sanitizer with a minimum of 70% alcohol.

Avoid touching your face, mouth, nose or eyes with your hands.

If you must cough or sneeze, do so in a disposable napkin or in the elbow of your sleeve covering.

Social distance at all times when possible, when it is not, wear a mask or face covering.

For further guidance please visit the Georgia Department of Public Health or the Centers for Disease Control and Prevention.

www.dph.georgia.gov

www.cdc.gov

Call Serenity Hospice with any questions or concerns regarding hospice care or care as it relates to COVID-19. 1-800-833-4724