

March 23, 2020

Dear Transportation Partners,

We value our relationship with you and we thank you for being our partner. During the COVID-19 outbreak, our priority is to keep our shared patients safe and keep patients out of the hospital.

Northwest Kidney Centers has been working closely with the CDC since early March to review, revise and implement protocols to safely dialyze patients in our outpatient settings.

We have implemented:

- Updated policies and protocols meeting the CDC requirements for transmission-based precautions.
- Symptom screening (new cough, fever, sore throat and new shortness of breath) for all patients prior to starting dialysis.
- Masks and distancing for patients who are COVID-19 positive or who screen positive for symptoms. We give them a mask to wear and provide dialysis in a private room or at the end of the row.
- Self-screening (new cough, fever, sore throat and new shortness of breath) by all staff prior to the start of their shift.
- Personal protective equipment for staff including masks, face shields, gloves and barrier gowns.
- Closure to unnecessary visitors. We discourage visiting at dialysis unless a family member or friend is needed to participate in the patient's care.
- Environmental cleaning standards for wheelchairs, handrails of scales, waiting room surfaces and chairs and patient restroom door handles and handrails.

We are committed to providing life-sustaining services in a safe outpatient setting.

Please continue to provide transportation for our patients. We hope in the coming weeks to provide your drivers hand sanitizer and a bandana that can be used in lieu of a facemask.

We appreciate you and we thank you for caring for the most vulnerable individuals in our community. If you have any questions, please do not hesitate to contact us.

Sincerely,

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