



**International Quality Homecare
International Quality PCA
Alpha Services
Omega Home Healthcare**

**CORPORATE OFFICE:
3900 Fairway Place NW
Rochester MN 55901
Toll Free: (888) 995-4742
Fax: (507) 252-1985
www.internationalquality.com**

MEMO

March 13, 2020

To: All clients
Re: Coronavirus (COVID-19)

The Department of Health has confirmed multiple cases of Coronavirus in Minnesota and Wisconsin.

Nurses and Caregivers will take appropriate actions in order to protect themselves and you, our client. **Before entering a client's home, Caregivers will call prior to the visit and ask if you are displaying or experiencing any of the following symptoms.**

- Runny nose
- Sore throat
- Cough
- Fever
- Pneumonia
- Difficulty breathing (severe cases)

If you are experiencing these symptoms, your caregiver will advise you to get tested for the Coronavirus at the hospital, clinic or available satellite location. If you are not experiencing any of the listed symptoms, then normal operation will resume.

If you do acquire the Coronavirus, your services will be looked at on a case by case basis. International Quality Homecare will be working on acquiring the appropriate PPE for nurses that may need to continue care. Nurses may amend services, such as preparing medication setup in their car to eliminate as much client interaction as possible.

It is also strongly suggested that clients refrain from exiting their home, participating in activities with large groups, properly wash/ disinfect their hands and commonly used surfaces, avoid shaking hands, continue to stay hydrated and ensuring that you have enough provisions to sustain yourself for an extended period of time (i.e. Food, Water, Medications). For the protection of you and our Caregivers, we are requesting that clients limit the number of visitors coming into their home.

If you or a member of your family do become sick, please notify your Caregiver immediately and they will contact Compliance. This department will keep track of this information for all offices.

Sincerely,
Compliance Department/
Emergency Preparedness

"Caring People Caring for People" in Minnesota, Wisconsin and Iowa