



April 10, 2020

Dear Patient and Family Member:

As you are aware, communities across the nation are dealing with the emerging threat from the most recent coronavirus – known as COVID-19.

Kindred Healthcare has been following the progression of the COVID-19 outbreak for several months. We take this situation very seriously. We receive nearly daily updates from the Centers for Disease Control and Prevention (CDC), the American Hospital Association (AHA), the Federation of American Hospitals (FAH), the World Health Organization (WHO), the Society for Healthcare Epidemiology of America (SHEA), our group purchasing organization (GPO) partner, and several state/local public health agencies. We coordinate across all of our lines of business to incorporate this guidance into our practices.

In our efforts to help prevent the spread of the illness, we are focused on protecting our patients, our employees, and our communities from exposure to COVID-19 and other respiratory illnesses by a series of scientific and evidence-based interventions. We also follow the latest CDC guidance on limiting exposure to COVID-19, including proper hand hygiene techniques (hand-washing or use of an alcohol-based hand sanitizer), social distancing, and requiring all staff to wear surgical masks while at the hospital.

We have had employees test positive for COVID-19. We have been monitoring signs and symptoms for all employees including temperature checks prior to and after every shift. We use CDC guidelines to determine appropriate work restrictions. Employees that exhibit any symptoms associated with COVID-19 are not permitted to work. We are prepared to take appropriate action to deliver life-saving care while ensuring we protect our other patients who are critically ill and in a vulnerable state. In addition, out of an abundance of caution, we have been monitoring patients for symptoms in compliance with CDC recommendations.

Kindred is a company that takes pride in supporting our healthcare communities and stepping up to respond in times of crisis. We have unique expertise in infectious disease control and prevention protocols because of our successful ability to address and contain previous infectious outbreaks, and we are committed to be a strong partner in helping reduce the spread of COVID-19, and to deliver life-saving respiratory solutions to COVID-19 patients in a tightly-controlled, protected medical environment by clinicians with a long history of infection control.

We thank you for your understanding as you take precautions to ensure the health and safety of everyone in our facility. Be assured it is our priority to limit any disruption to our patients.

Sincerely,

Kyle Sinclair, CEO, Kindred San Antonio Central