

# To our patients and caregivers

As the novel coronavirus COVID-19 continues to make headlines, UPMC Home Healthcare and Family Hospice are working hard to make sure we can continue to provide excellent care to our patients during this time. We are taking steps every day to protect our patients and our staff from this virus. We want to let you know that UPMC Home Healthcare and Family Hospice fully intend to make sure that your care will be uninterrupted.

Throughout our organization, we are following our emergency preparedness plans and the strict guidelines set by UPMC and the Centers for Disease Control and Prevention (CDC).

In order to treat our patients as safely as possible, UPMC Home Healthcare and Family Hospice have made the following preparations:

- **All visiting staff members are being screened to reduce the risk of transmission of the virus.**
- **All visiting staff will continue to use the highest standards of disinfecting, sanitizing, and handwashing per UPMC policy and CDC guidelines. For patients with known exposure to the virus, additional precautions will be used.**
- **We are working closely with county, state, and national regulatory agencies specific to home care and hospice to ensure we have accurate information and are prepared for new developments.**

As a world-class academic medical center, UPMC provides outstanding patient care and conducts research to improve that medical care. This positions us to meet this current health care challenge head-on. Be assured that UPMC Home Healthcare and Family Hospice are up to date on this changing situation.

We encourage all within our community to pull together to support one another through this difficult time, and we remain grateful for the opportunity to care for you and your family.

For the most current information on the Coronavirus and UPMC's readiness, visit [UPMC.com/coronavirus](https://www.upmc.com/coronavirus).