



BEST HEALTH CARE SERVICES (BHCS)

9306-A Old Keene Mill Rd. Burke, VA 22015

Phone: (703) 440-1131 Fax: (703) 440-1132

March 16, 2020

Dear Patients, Staff and Family members,

At Best Health Care Services, our primary concern is the health and safety of our patients, staff and family members.

As the spread of coronavirus, known as COVID-19, continues to be a growing concern across the country, we're taking extra precautions to protect you, our staff and the communities we serve. Our Executive Leadership and business readiness teams are monitoring the situation and are in close contact with health authorities, including the Centers for Disease Control and Prevention (CDC), to ensure we're acting on the latest guidance and information.

The following changes to our visitation policies and procedures are being implemented to ensure protections for our patients and staff and to prevent the spread of infections. The new policy will be in place until the transmission of the novel coronavirus, COVID-19, is no longer perceived as a threat to patients, staff and community.

We realize that these changes to our visitation policy may create some hardship for our patients, staff members, family members, but we feel these adjustments are necessary to protect the health and safety of our patients and staff. Thank you for playing such a vital role in the protection and safety of our community.

Should there be a lockdown from Health Officials?

1. If you have an emergency call 911 or go to ER.
2. Family members of our patients must step in to help out.



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3. Patients and family members have the choice to continue or stop the home health care services for 14 days or until further notice from health Officials.
4. Staff will continue work if patient and family members require the need of the aide's assistance while the patients' family members are caring for their own.

(if we have Staff agreeing to the long hours.)

5. Should , we need to provide care 24 hours for a patient that lives alone and there is no family member available; as long as patients have respite care hours available, or private pay is in agreement, and/or personal care hours are approved by MCO for each patient, we will provide staff to stay and care 24 hours.
6. Skilled services will be on hold , and patients' ordering doctor will be notified.

Symptoms

For confirmed COVID-19 infections, the illness ranges from people being mildly sick to people being severely ill. Symptoms can include:

- Fever • Cough • Shortness of breath, difficulty breathing

Symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure. If ill with these symptoms, go to a hospital emergency room or call the state health department.

Prevention

There is currently no vaccine to prevent COVID-19 infection. CDC always recommends these actions to help prevent the spread of the virus, including:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.



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- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw it in the trash.
- Clean frequently touched objects and surfaces with household cleaners as the virus may live on surfaces.
- The CDC does not recommend wearing a mask if you are well.
- Avoid shaking hands.

Additional information is available on www.cdc.gov

Office hours:

Monday to Friday 9:00am to 5:30 pm / 24 hr on call 703-864-8362.

Office staff will work from home. Please reach us via our office cell phones.

Office door is locked for all visitors due to COVID19. Please call us, email us.

For staff: please leave all time sheets or important document at the locked mail box located at the front entrance door.

Personal Protection Equipment (PPE): BHCS Agency will continue to provide gloves and masks. Wash hands constantly, for 20 seconds. Follow the CDC.gov guideline.

Thank You for your partnership and understanding.

Best Regards,

Stay safe and healthy

Homa Puga

Agency Administrator / President