

Wednesday, March 18, 2020

COVID-19 Actions -Prairie Oxygen

Dear Sleep Patients & Physicians,

National and global concern around the COVID-19 pandemic is rapidly evolving. Air Liquide Healthcare entities worldwide have enacted pandemic and business continuity plans that are in compliance with the measures recommended by various health authorities. We are extremely sensitive to the situation surrounding the spread of coronavirus (COVID-19).

We are taking steps to treat you safely and responsibly

Our highest priority is the health and well-being of our employees, patients and the health communities we serve. We believe it is our responsibility to reduce the spread of the SARS-CoV-2 virus (COVID-19). In effort to support governments in containing the coronavirus, we have made the decision to **suspend all non-urgent sleep care services** at all of our locations until further notice.

Effective Wednesday, March 18, 2020 we will be closing all sleep clinics to walk-in patients and cancelling all non-urgent patient appointments scheduled from today until further notice. All appointments will be rescheduled at a later date once we have more information. We will only continue to offer sleep therapy patient services for urgent care patients by appointment only, as deemed necessary by a physician. If you have urgent questions please call 1-877-738-8702.

We apologize in advance for any longer than usual service times as many of our sleep therapy team members will be redeployed to assist with surges in demand for home oxygen therapy.

For our new sleep therapy patients

We understand that all of our patients will be impacted by our decision to close our clinics. To help patients who have recently started sleep therapy we will:

1. Extend all return dates for CPAP auto titration study loaner equipment at no additional charge. Patients do not need to return the CPAP loaner equipment by the original return date and should keep equipment until further notice;
2. Follow up by phone in the coming weeks to answer any questions about your current therapy;
3. Reschedule appointments to finalize start of therapy once offices have reopened.

Supporting all of our patients

Our team understands the current environment and we recognize COVID-19 is rapidly changing our normal routines. We would like to continue to support patients and provide essential sleep services during these uncertain times. We are currently mobilizing efforts to offer a variety of **remote service options**, such as:

- Follow-up phone calls from clinical teams to support sleep therapy progress and address concerns;
- Direct to patient shipping options for replacement sleep products and accessories;
- On-line video communication with local clinicians to answer patient questions.

We will communicate these remote service options to our patients as they become available in each province.

Treating our urgent care patients

As a healthcare company, our clinicians work with strict hospital and patient safety protocols. During this time, **we will only continue to offer sleep therapy patient services for urgent care patients by appointment only, as deemed necessary by a physician.** Our regular infection control procedures are always in place to protect our patients and our team. In addition, we are pre-screening urgent patients for COVID-19 in advance of all office or in-home appointments by asking:

- Have you travelled outside of Canada in the last 14 days?
- Do you have flu or flu-like symptoms (cough, fever, difficulty breathing)?
- Will anyone be accompanying you to the appointment? Have they travelled outside of Canada in the last 14 days? Do they have flu-like symptoms?

Patients who answer yes to any of the above questions will be instructed to self-isolate immediately and contact their health authority or family physician for further direction.

We'll keep you informed

Thank you for your continued trust and ongoing relationship with us as your healthcare provider. We will be closely monitoring and following government-imposed guidelines and will keep you informed about any changes.

To receive the most up-to date information on our service offering, clinic hours or temporary clinic closures please contact us at 1-877-738-8702.

Although we are going through an unprecedented time, we are here to support you and our healthcare system. Please reach out to our team at 1-877-738-8702 if you have any concerns.

Sincerely,

Chris Mendonca
VP Healthcare, AirLiquide Canada