

 HOPE NETWORK
MEMO from the Office of the CMO

TO: Hope Network Team Members

Date: April 3, 2020

Subject: Coronavirus (COVID-19) Employee **Hotline** - Available to Call or Text Monday – Friday 8:00 am – 5: 00 pm at **616-286-0708**.

We are focused on the health and safety of our employees. Hope Network is committed to protecting the workplace when there is an infectious disease outbreak. We understand concerns about Coronavirus (COVID-19) are top of mind, and we want to continue to share information with you during this challenging time.

In the event an employee displays symptoms of illness possibly related to the latest coronavirus Hope Network has established a HOTLINE to address Coronavirus Disease (COVID-19) concerns.

This hotline is another proactive measure we are taking to help our Hope Network employees stay as safe as possible. With this great tool, we are going to be able to provide more people the knowledge they need to make informed decisions to keep themselves, our clients, and loved ones healthy, while helping minimize the potential for any community spread.

The hotline provides access to experienced and knowledgeable staff who can answer questions Hope Network employees may have. It can also link them with guidance and tools they can use to reduce the effects of COVID-19.

Employees experiencing COVID-19 symptoms such as fever, cough, or difficulty breathing can schedule a free screening through our COVID-19 Hotline.

These triage services will be provided by Dr. Jean Talsma, Board-Certified Internal Medicine Physician. **Beginning Monday April 6, 2020 the hotline will be available to call or text Monday – Friday 8:00 am – 5: 00 pm, at 616-286-0708** to provide accurate information about COVID-19 and to assess those experiencing symptoms of COVID-19. **Employees can expect to receive a response within 60 minutes following their initial call or text.** Employee's seeking medical advice after 5:00 pm should contact their health care provider to evaluate and determine their need to be tested for COVID-19.

This hotline **is not** a replacement for employees seeking medical advice for their on-going health care needs. Employees must contact their primary care providers for their continuous and comprehensive care needs. Hope Network is providing this service as resource to our employees. Any conversation between an employee and Dr. Talsma (or any other staff member providing services) will not create a physician/patient relationship. Dr. Talsma (and another staff member providing services) cannot give medical advice or treatment to employees for any medical condition.

This line is for non-emergent calls. Employees are encouraged to call 911 for emergencies.