

May 27, 2020

HOPE NETWORK NEURO REHABILITATION RESUMES OUTPATIENT AND COMMUNITY SERVICES

Since 1983, Hope Network Neuro Rehabilitation has worked to provide the best rehabilitative care based on your individual needs. Your comeback is our priority. While COVID-19 has challenged all of us, we are prepared to provide your rehabilitation care in a safe environment, following guidelines from the Centers for Disease Control and the State of Michigan.

Hope Network Neuro Rehabilitation has carefully resumed outpatient and community services on a select basis. Services may look a little different in the new normal but our commitment to our mission, to deliver high quality, compassionate, personalized rehabilitation care, remains the same.

Patients who wish to schedule outpatient or community services may contact their Hope Network Case Manager.

GUIDELINES FOR OUTPATIENT SERVICES

Safety protocols put in place regarding care include, but are not limited to:

HEALTH SCREENS

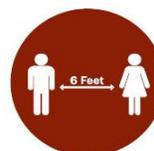
- All individuals entering Hope Network Neuro Rehabilitation facilities, including team members, will continue to be screened for COVID-19 symptoms including a temperature check and symptom review.
- All individuals entering will be required to immediately wash hands or use sanitizer.
- All individuals entering will be required to wear a mask provided by Hope Network.

VISITORS

- At this time, guests or visitors may not accompany you inside the building unless deemed essential and arrangements are made prior to the appointment.
- Exceptions will be made, with prior arrangements secured, for patients with cognitive or physical assistance needs or if your provider requested a responsible adult accompany you.
- Participation in sessions may be arranged through virtual technology for family or patient advocates. These arrangements can be coordinated through a Hope Network Case Manager.

SOCIAL DISTANCING

- We continue to recognize that the safest environment includes maintaining a six-foot social distance between ourselves and others. Signage has been placed to give guidance on how to best maintain social distancing as we move throughout the buildings.



We understand that you may be feeling uncertain about returning to services. We want to assure you that your safety, and the safety of our staff, is our priority. We are taking additional safety measures each day.

Keeping you informed on what we are doing is important to us. As a reminder, here are some of protocols now in place:

- Frequent and extensive sanitization of high touch areas
- Health screens for all who enter one of our facilities
- Everyone is required to wear a mask and use hand sanitizer – both provided by Hope Network
- Social distancing signage in place for guidance
- Modified waiting areas or wait in car arrangements to limit gatherings