



## RESIDENT, PATIENT & FAMILY COMMUNICATION

### KEEPING YOU INFORMED

In addition to providing residents and patients with a safe, healthy and engaged living environment, we are committed to keeping those we serve informed regular communications.

Timely and transparent communication with our residents, patients and families remains a high priority for us—even a year into a reality with COVID-19. To ensure you receive COVID-related news regarding your community and center we send location-specific emails to residents, patients and their designated contacts as our primary form of communication.

#### **The frequency of our communications depends on whether COVID-19 has been confirmed in each community and center as well as the guidelines put in place at both a State and local level:**

- ▶ Locations with no current positive COVID-19 cases:
  - Updates emailed to contacts monthly.
  
- ▶ Assisted and Independent Living locations with confirmed positive COVID-19 cases among residents or staff:
  - Updates emailed to contacts weekly until the location is cleared of the virus by health officials.
  
- ▶ Skilled Nursing Facilities with confirmed positive COVID-19 cases among patients or staff:
  - Updates emailed to contacts weekly or when a new positive case has occurred.
    - When a new positive case is confirmed, it is our goal to email contacts for that community or center as soon as possible. Per the Centers for Disease Control and Prevention's (CDC) guidelines, we aim to communicate all updates by 5 p.m. the following calendar day.
  
- ▶ We also remain in frequent, direct contact over the phone, or other preferred method, with family members and loved ones of any patient or resident diagnosed with COVID-19.

It is our mission to provide contacts with the most relevant information, which is why we are sending updates specific to each community or center – as such, you will only receive updates for the community or center where you or your loved resides.

If you or a loved one is a Prestige patient or resident, and you have not received emails from Prestige regarding COVID-19 and would like to receive future updates, please send your email address along with the name of the community or center you would like updates for to [COVID@prestigecare.com](mailto:COVID@prestigecare.com).

