



We are all just beginning to understand the gravity of this moment that we are all living through, the reality that this is extraordinary moment in time and history, unlike anything any of us has ever experienced in our lifetimes. There is no higher priority to MediLogix than the safety of your residents, staff, and the MediLogix personnel. That's why I want to personally update you on the steps we are taking to ensure the health of our customers during the concerns of COVID-19.

MediLogix, accredited by Accreditation Commission for Health Care (ACHC), understands the importance of proper infection control procedures and will continue to follow best clinical practices for cleaning and disinfecting all of our equipment. Our operations team is monitoring resources for updates regarding guidance to prevent or reduce exposure to COVID-19 from the following healthcare organizations:

CDC - <https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/prevent-spread-in-long-termcare-facilities.html>

CMS - <https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/CurrentEmergencies/Current-Emergencies-page>

AHCA/NCAL - [https://www.ahcancal.org/facility\\_operations/disaster\\_planning/Pages/Coronavirus.aspx](https://www.ahcancal.org/facility_operations/disaster_planning/Pages/Coronavirus.aspx)

We are actively monitoring any screening policies and precautionary measures implemented by our customers and will support and comply with guidance regarding facility access and procedures. We're anticipating increased demand for select equipment and will do everything we can to provide the equipment and services you require.

MediLogix corporate office has taken measures to ensure the availability of our Customer Care and support personnel to service our customers' needs. Our Field Service Technicians are in direct contact with regional managers to communicate any health concerns or illnesses, so we can take appropriate action to adjust coverage with any of our 82 service centers across the country.

While we're absolutely committed to providing our customers with the great service levels you know us for, we are being diligent to ensure safety for our entire industry.

I want all our customers, employees and vendors to know that our hearts go out to those individuals that have already been affected by this virus and those that will in the coming days and weeks ahead. Our thoughts and prayers are with all of you.

Thank you for your continued trust in MediLogix. Please contact our Customer Care team at 720-459-9800 or [customercare@medilogixllc.com](mailto:customercare@medilogixllc.com) with any questions or concern

Sincerely,

Harry Felber  
President and CEO