

# WE ARE HERE TO HELP YOU & YOUR PATIENTS WITH COVID-19

## CORONAVIRUS UPDATE & FAQ's

In light of the continued spread of Coronavirus (COVID-19), we continue to closely monitor information from the Centers for Disease Control (CDC), World Health Organization (WHO), as well as local and state agencies regarding the situation. Providing excellent air medical service, while maintaining the safety of our teammates, partners, and our patients is our first priority.

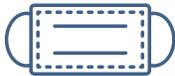


We are still operating to **provide our lifesaving service**, as long as it is safe to do so



We have created a **task force** to evaluate the issue and recommend appropriate actions

- All actions will come from this task force's Emergency Operations Center (EOC)
- To contact the EOC, please email [EOC@airmethods.com](mailto:EOC@airmethods.com) or call 1-800-806-9167

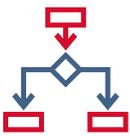


We will transport COVID-19 patients as long as we have **proper PPE**

We can help you manage **surge capacity**



We are following **CDC guidelines** and following our rigorous safety precautions for transporting patients



We have created **additional protocols** in light of the current situation



If a patient has a **confirmed case of COVID-19**, our clinicians will don appropriate PPE before coming in close contact with the patient



**Notify AirCom/dispatch** if you have a confirmed or suspected COVID-19 patient

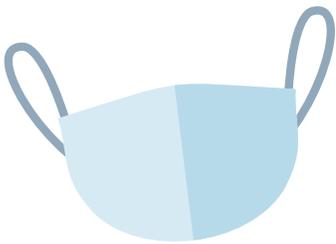
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# COVID-19 FAQs

## Will Air Methods stop service because of COVID-19?

Our first priority is the safety of our employees and those we serve. If we can safely provide our lifesaving services to the your community, we will continue operations.



## What do we do if the patient needs to be transported but is COVID-19 positive or suspected to have it?

First, please notify AirCom/dispatch if you have a patient who is confirmed/suspected COVID-19. This will allow our crew to better prepare to take the proper precautions (including wearing PPE) that we do for all patients with respiratory infections.

We will provide quality medical care to our patients without regard to suspected or known communicable disease diagnoses. If safe transport is not possible due to lack of PPE, an alternate mode of transport will be recommended for the patient.

## What are we doing to keep aircraft, and equipment safe from Coronavirus?

We follow CDC recommendations regarding disinfection of the transport vehicle after transporting a patient with a potential or confirmed case of COVID-19. These measures include the following:

- Leaving the doors of the aircraft open to allow for sufficient air changes to remove potentially infectious particles
- Wearing disposable gown, gloves, and face shield/facemask/goggles when cleaning the aircraft
- Following environmental cleaning and disinfection procedures are followed consistently and correctly
- Thoroughly cleaning and disinfecting all surfaces that may have come in contact with the patient or materials contaminated during patient care
- Cleaning and disinfecting reusable patient-care equipment before use on another patient, according to manufacturer's instructions
- Following standard operating procedures for the containment and disposal of used PPE and regulated medical waste
- Following standard operating procedures for containing and laundering used linen. Avoid shaking the linen
- Managing laundry and medical waste should be performed in accordance with routine procedures

