

Orthus Health Update on COVID-19

March 10, 2020

To our valued clients:

At Orthus Health our top priority has always been the health of our clients and their employees. As concerns about COVID-19 (the coronavirus) continue to grow, we want to provide you with an update on measures we are taking to ensure your employees' safety. We would also like to highlight key considerations for your ongoing wellness and condition management programs – which, now more than ever, are fundamental to mitigating employee health risk.

Enhanced Onsite Screening Safety

Orthus Health's biometric screening partner, eHealthScreenings (eHS), is prepared to proceed with all scheduled on-site screenings. Screening team members and front line technicians have been fully equipped with safety updates from eHS' COVID-19 Clinical Response Team, including reinforcement of CDC guidelines for preventing COVID-19 spread in communities (www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html).

eHS is also accustomed to conducting high-quality screening events all year long, especially during the annual flu season. Client space for events must provide for at least 6 ft between screening stations and technicians must also remain 6 ft from participants when not providing hands on care. Technicians are instructed to follow CDC guidelines for abstaining from working an event if they have symptoms of illness including; fever, sore throat, cough, muscle or body aches, headaches, a runny nose or feeling fatigued due to illness. eHS supplies a new sharps container, non-latex gloves, hand sanitizer, alcohol swabs and disinfectant wipes for each event as a standard. eHS technician agreements also reinforce standards and expectations by applying fines for any deviations from protocol, including but not limited to OSHA regulations, HIPAA compliance, professionalism, safety and sanitation standards.

eHS technician training always includes the following:

- Gloves are NOT optional and required
- Technicians MUST wear a new pair of gloves with each new participant
- Technicians MUST sanitize hands between each participant with the provided hand sanitizer
- The stadiometer and scale are to be wiped with disinfectant between each participant
- The injection site is to be cleaned with an new alcohol swab prior to the blood draw
- All sharps and biohazard waste MUST be disposed in the provided container and not in a regular trash can



- Sharps containers are NEVER left at an event location and are properly disposed of by the lead technician

Orthus Health further recommends our clients follow CDC guidelines for preventing COVID-19 spread in communities (www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html). Both the individual employee and the employer are responsible for ensuring participants are well enough to attend an onsite biometric screening events.

Onsite Screening Rescheduling Options

Orthus Health understands onsite biometric screening events drawing numerous employees may be a cause for concern. If you are not comfortable holding a scheduled screening at your site, please reach out to your Orthus Health account manager to discuss alternative options or possible rescheduling.

For onsite screenings cancelled less than 10 days prior to the scheduled event*, clients will be charged cancellation fees per contracted terms. However, Orthus Health will provide an equivalent credit (reduced by technician labor expenses already incurred by Orthus Health) to be applied towards future biometric screening services.

***Applies only to onsite screening events currently scheduled for March 2020.**

For events outside the 10 day confirmation window, Orthus Health will be happy to work with our clients to reschedule upcoming events. Please consider the CDC offers no definitive timeline for lessening of the COVID-19 public health threat, even with global efforts focused concurrently on reducing the spread and impact of the virus. In addition, the period from August through November traditionally sees the heaviest screening volume. Dates are often booked a year in advance, limiting options for clients seeking screening schedule changes.

If your program permit alternative screening options such as visiting a PCP, presenting at one of 1,700+ LabCorp facilities, or requesting a home test kit, we suggest you remind employees of these opportunities. If you do not currently offer these options and would like to explore them, then please reach out to your Orthus Health account manager.

Wellness Program Timelines & Requirements

Wellness and condition management programs play a critical role in keeping employees healthy throughout the year, even during temporary periods of public health risk. The vast majority of wellness activities are also completed individually (i.e. online health risk assessments, telephonic coaching, digital fitness tracking, education, etc.), and therefore do not pose COVID-19 risk. Accordingly, Orthus Health recommends clients maintain previously launched 2020 wellness program timelines and requirements.

However, Orthus Health understand the COVID-19 situation is evolving. We will work with our clients on a case by case basis to adjust program parameters as needed. We have a great depth of experience navigating all kinds of interruptions to wellness



programs, including public health concerns, natural disasters, business contraction, etc., and will advise based on our industry best practices.

Employee Education

Orthus Health is also taking additional steps to educate and protect your employees. Our health coaches are informed by CDC guidelines on COVID-19 and will proactively present preventative tips during coaching sessions while risk persists. Orthus Health's wellness platform, My Pathway to Health, includes access to relevant, trusted health information. We will continue to ensure that relevant content regarding communicable disease prevention is available to your employees.

Thank you for your continued trust in Orthus Health. We are closely monitoring the situation and will issue any necessary updates.

