



HEALTH DATA TO PROTECT
AND IMPROVE LIVES

COVID-19: EMSI Update

March 16, 2020

Normal business volumes experienced through Friday, 3/13

Working Remotely

- Moving certain EMSI associates to remote status; first and second phases complete
- Goal is to make sure people are safe and ensure continued operations

Monitoring Medical Facility Status

- No major closures to report: we are tracking status of facilities/copy services in order to alert clients of delays in accessing medical records

Branch Network

- Monitoring field inventories of supplies (kits, gloves, masks, hand sanitizers)
- Conference call held 3/12 to review CDC guidelines for scheduling and confirming exams and in-home visits

March 11, 2020

EMSI adopts CDC guidelines when scheduling and confirming exams and in-home visits

1. Messages our schedulers will communicate when scheduling a paramedical exam:

Please contact EMSI to reschedule your appointment if you

- Experience fever or flu-like symptoms within 48 hours of your appointment
- Have been in close contact with anyone who is known to have the COVID-19 virus
- Recently traveled from an area with widespread or ongoing spread of COVID-19

2. Question asked when confirming appointments for exams and in-home visits:

Have you

- Experienced fever or flu-like symptoms within 48 hours of your appointment?
- Been in close contact with anyone who is known to have the COVID-19 virus?
- Recently traveled from an area with widespread or ongoing spread of COVID-19?

If the answer to any of the above is yes, we will reschedule the appointment. All rescheduled appointments must occur after 14 days.

March 10, 2020

EMSI executives, managers, team leaders and supervisors review COVID-19 response plans and practices

Human Resources guidelines have been developed to help managers address issues concerning

- Illness and absenteeism
- Virtual or remote work locations
- Business travel
- Potential office closures
- Protocols for urgent management of active or suspected cases

Managers have been directed to

- Monitor and report attendance daily to HR Operations
- Plan and identify critical business tasks and plan for major or minor impacts
- Consider hiring practices needed to protect staff
- Ensure those who are ill with flu-like symptoms do not report to work or engage in case management in the field
- Restrict return to work for employees who have traveled internationally or who have been in high density exposure areas
- Err on the side of caution
- Clean public areas frequently and reinforce good health practices
- Notify executive management, HR and Operations within 15 minutes of identification of case in an office or virtually
- Act with sensitivity and care to address employee concerns and issues

March 3, 2020

EMSI's Pandemic Scenario – Reviewed in January

EMSI has an established Business Continuity Plan to deal with potential threats and prevent disasters. The plan is designed to enable continued operations and is regularly tested to review our response to unforeseen events and minimize risk.

A pandemic scenario was included in our successful, annual Disaster Recovery drill on January 14, 2020. A cross-functional team of key managers conducted a table-top exercise to test EMSI's response, using data from the Centers for Disease Control and Prevention and the Federal Emergency Management Agency.

Pandemic Task Force Launched

Our Vice President of Corporate Compliance and Privacy is leading an EMSI Pandemic Task Force. Task force members have been assigned from each business unit, HR, Finance, IT and Marketing. Key risks from each organization are reviewed and mitigation steps are identified and implemented. We are staying on top of this with recurring meetings and by tracking action items.

Regular, Frequent Communications On Infection Control

Through our Infection Control Program, we have:

- Placed hand washing and coughing signage in key areas of our work locations
- Provided personal hand sanitizers in call centers
- Implemented a desk wipe-down process before and after each shift
- Directed cleaning crews to conduct additional cleaning and sanitizing
- Communicated infection control best practices to our workforce by email

Additional Steps

- Implementing additional, cascading communications to field leaders, examiners and collectors on infection control best practices
- Scheduling field team meetings with examiners and collectors to review infection control procedures and answer questions
- Conducting a mandatory computer-based training course on infection control procedures
- Procuring additional personal protection supplies
- Working with key suppliers to ensure availability of products and services