

## Implementation of COVID-19 Service Safety Protocols

With the novel Coronavirus, or COVID-19, continuing to spread across the United States, Freedom Medical is doing our part to continue servicing our provider partners in the safest manner possible as we align with CDC recommendations, and the national State of Emergency declared on March 14, 2020.

At Freedom Medical, our goal is to provide service safety protocols that align with CDC recommendations for purposes of protecting our employees, you, our customers, and your patients/residents.

Many healthcare facilities have more conservative procedures than these CDC recommendations. In that event, Freedom will adapt to facility protocols. However, in the absence of facility protocols that align with CDC recommendations, Freedom Medical has implemented a compliant Safety Service Protocol that includes a screening protocol for delivery, pickup and/or service requests.

When ordering medical equipment or requesting pickup or service of equipment via phone or Freedom Medical online service portal, the user will be prompted to answer the following questions:

- Has the patient now, or have they in the last 14 days, tested positive for or been in contact with someone who has tested positive for COVID-19?
- Has the patient now, or have they in the last 14 days, been requested by or been in contact with someone who has been requested by a medical professional to self-quarantine?

If the answer is YES to either of these questions, the Freedom Medical Prevention Protocols on page two of this document will be followed.

If the order is being placed on the Freedom Medical online service portal, the Freedom Medical representative will call to complete the order process.

Your safety, and the health and safety of your patients and our team members is our top priority. We appreciate your partnership during this unprecedented time.

## Freedom Medical Prevention Protocol

Freedom Medical will follow the protocols below if the answer is YES to either of the screening questions, indicating the presence of potential symptoms or exposure history.

- Our service technician will not enter the facility
- Delivery and Pickup procedure as follow:

**DELIVERY:** The Freedom Medical delivery team will meet the facility contact at the designated location identified by the facility, such as loading dock, parking lot, etc. to complete the delivery.

**PICKUP:** We require the facility to disinfect the equipment and we will pick up at the designated location as described above.