

## A Message from Frederick Health Hospice

The current COVID-19 outbreak has presented us with difficult and uncertain times. Despite the challenges that confront us, we want to assure you that the health and safety of the community we serve is our top priority. At Frederick Health Hospice, we're taking many steps to provide care to our patients, while keeping your families and our healthcare team safe.

Our patient population is at significant risk should they contract the virus. For that reason, we are doing all we can to reduce the risk of exposure.

Frederick Health Hospice is:

- Monitoring the health of our team. Anyone exhibiting symptoms is being asked to stay home and not report for work.
- Requiring all hospice caregivers to wear a mask to prevent the spread of the virus.
- Following guidelines published by the Centers for Disease Control and Prevention (CDC).
- Calling all patients before visiting and asking health screening questions.
- Non-essential employees are rotating working from home.
- Providing help from our Bereavement Team by phone and through a newly developed web- based grief support group at [www.frederickgriefsupportnetwork.org](http://www.frederickgriefsupportnetwork.org)

If your family member is in a facility:

- Only essential clinical staff is permitted to visit.
- If permitted by facility, only the Registered Nurse will visit them.
- To ensure safety, staff visiting nursing facilities are receiving weekly COVID testing.
- All other services will be provided by phone (Social Worker, Chaplain, Bereavement, Veteran Liaisons, Music Therapy.)

To limit the spread of the virus, visit frequencies have also been reduced. While we will always visit to address patient needs and symptoms, routine scheduled visits are not being made at this time. Please limit visitors to the patient as much as possible and let us know immediately if anyone in the home, or who has had contact with the patient, is diagnosed with the virus.

---

We know how difficult the end-of-life journey is for families, even in the best of times. To go through it during a pandemic seems almost cruel. We want to do all we can to ease your burden, while at the same time helping to limit the spread of this virus.

This is a global challenge, and it is going to take all of us working together to get through it. We ask that you continue to communicate with us often. Since visit frequencies are reduced, it is more important than ever that you let us know about any changes you are seeing in your loved one's condition.



Carlos Graveran  
Executive Director



Dr. Mary McDonald  
Medical Director