

The past several weeks have been difficult for us all. The news is dominated by the novel coronavirus and the disease it causes, COVID-19, and is rapidly changing, which has affected us all in one way or another. In times like these, it is critical to keep a balanced perspective and consider all facts. Adversity is not new to people. History tells us the human response always rises to the challenges faced, and we are confident that this time will be no different.

While nobody knows exactly what the coming days, weeks or months will bring, we can prepare for various scenarios. During uncertain times we often see an uptick in bad actors trying to exploit an individual's anxiety, or even generosity. Whenever you make any judgment, it's important to consider the source of the data that you receive. We wanted to personally reach out and let you know that Prime's physician leadership team has taken this extremely seriously and is meeting everyday to improve our responses in a timely manner.

We are closely monitoring the guidance of the World Health Organization and the Centers for Disease Control and Prevention regarding the spread of the virus. Our focus is to ensure we meet our customers, the employer-clients as well as their employees, needs while doing our part to keep you, Prime staff, and our communities safe.

Many of you are managers of your enterprise. Your family and your employee's health, welfare and safety are of paramount importance to you. We have developed detailed guidelines related to how we would recommend that you and your family protect yourself. Since the situation is rapidly changing, please send an email to covid19@primeocmed.com for a current copy of the "Employee Guide."

From a business resiliency perspective, we advise you to have comprehensive plans in place to ensure that your employees remain safe. Prime is doing our utmost to achieve the same goals while remaining ready and able to serve you with the best of professional services, without disruption. As you may already know, OSHA has stated that it is the employer's responsibility to protect their employees from contracting COVID-19 from the workplace by classifying COVID-19 as a "recordable" disease. We have also developed an "Employer Guide" to COVID-19. Again, you can send an email to covid19@primeocmed.com to receive a current copy of the guide.

If you happen to visit a Prime facility, you may notice some changes are evident. Our facilities that are located in areas of widespread community spread are already screening all persons entering the facility, including Prime employees. The remainder of our facilities will implement the same process as the situation dictates. We apologize for any inconvenience this may cause but we feel it is the appropriate step to take in protecting not only our employees but yours as well.

Additionally, we encourage you to visit our website at PRIMEOCCMED.COM for current responses to protect you and our staff.

Above all, we want you to know that you can continue to rely on the global resources and stability of Prime and our international partner, International SOS. We stand with you, ready to help, offer advice and share our best thinking on how to manage through this period.

Thank you for your continued trust and confidence in us.