

**Recorded Update to Families - 20200313**

Good evening,

It's Bill Bogdanovich, President/CEO at Broad Reach Healthcare in what might be starting to feel like a daily call. I will try to keep that from happening because I am sure your lives have many competing demands right now. But I did not want to let the first day of the visiting restrictions end without thanking you for the vast amounts of understanding you have shown.

This afternoon's presidential press conference and what is now following federally at the CMS level only further reinforces the degree to which these visiting restrictions are critical.

We have refined the process by which essential visit requests are managed by adding an ability for you to make that request in advance of coming onsite. On our website, [broadreachhealth.org](http://broadreachhealth.org), we have posted an Essential Visit Request form. You can complete it and submit it by email. We will reply as quickly as possible, and definitely within 24 hours.

These will also be used if someone arrives at the front door, but there may be a wait so that won't necessarily save time. In short, it's better if you don't just show up.

I'd also remind that essential visits are very limited to situations that are end of life, or on day of discharge home.

My other request is that you do what you can to make sure others who might visit are aware of these restrictions – save them the trouble of coming over and being surprised. This automated call goes to the primary contact only, so we need you to keep others in your friends and family circles informed.

Our focus is singularly on mitigating this pandemic and keeping those you have entrusted to us safe. Thank you so much for your continued cooperation and support.