



HCN Business and Facility Operations

Health Choice Network (HCN) continues to closely monitor the situation regarding the COVID-19 (Coronavirus Disease) outbreak. HCN remains committed to providing the best service to our Health Centers, the patients they serve and our community. At this time, HCN is continuing normal business hours at our headquarters and taking all necessary precautions to keep our associates, members and guests safe. As the global COVID-19 rapidly expands and the expectation of the situation changes continuously, HCN will assess and plan based on the guidance of the Florida Department of Health, CDC and Emergency Response Teams.

We will continue to keep our Members and Partners updated on any development and/or changes. Please check our website www.hcnetwork.org for up to date news regarding HCN business operations and events, and COVID-19 Update Webinars.

We have developed and implemented the following changes, in alignment with CDC recommendations, to our business operations:

- **Business Hours** - we will continue to conduct business as usual at HCN office.
- **Associates Working In Office or Remotely** - Employees are to report to the office as usual unless you believe to be **at risk** or are **experiencing any symptoms**. In event of any symptoms, we are requiring Associates to take Paid Time Off (PTO) **OR** request to work remotely at the discretion of your immediate supervisor since our support of our Members will continue uninterrupted.

At Risk is defined as:

- Family members (or close contacts) who are acutely sick
- Personal recent travel to any high exposure communities

Experiencing any COVID-19 symptoms:

- Fever
- Cough
- Shortness of breath

If you choose to come into the office while exhibiting any of the symptoms listed above, you will be asked to go home.

- Procedure for requesting to work remotely:
 - Employees MUST request with their immediate supervisor via phone call, email or text message, at least two (2) hours before scheduled time to work
 - Associates must utilize the Citrix environment
 - Associates are expected to check-in periodically with their immediate supervisor and be available through Skype at any time throughout the work day





- **On-site and Off-site Meetings/Visitors** - all meetings to be conducted virtually or via conference call, unless approved as a “high-priority and/or critical” meeting.
- **HCN Facility Visitors Notice(s)** – A notice will be placed on all exterior entry doors of our office.

Please review the below questions prior to entering the facility:

- Do you have a fever?
- Are you sick or have flu like symptoms or shortness of breath?
- Have you been exposed to a family member or friend that has flu like symptoms or shortness of breath in the last 14 days?
- Have you traveled Internationally in the last 14 days?
- Have you been on a cruise in the last 14 days?

If you answered YES, to any of these questions, we are asking that you do not enter the facility.

- **HCN is a Handshake-Free Environment** - Signage has been placed at the reception desk by the check-in kiosk to inform and recommend adopting alternative ways of greeting.
- **Travel** – HCN is suspending all business travel at this time until further notice. We do recommend associates to inform their supervisors and take all necessary precautions if traveling since it will impact your ability to use the HCN facility.
- **Office Building Sanitizing** - Our after-hours cleaning crew will conduct a daily sanitizing of all areas of the building: all door handles, furniture, devices, etc.

Our goal is to keep the Health Choice Network office as safe as possible in efforts to protect our associates, members and communities we serve. Asking for your support in following the recommendations outlined above to keep us healthy!

