

COVID-19 Communication Plan

The Centers for Medicare and Medicaid Services (“CMS”) issued a Final Rule on May 8, 2020 requiring notification of patients and families of a confirmed positive COVID-19 test result in patients or staff members and when 3 or more patients or staff have respiratory symptoms (also known as a “cluster”). CMS requires that this communication be released no later than 5:00 p.m. the following day. Should either of these situations occur, we will communicate directly with all patients and via email and text notification to patient representatives and families.

CMS also requires that we provide a weekly cumulative update to patients and families.

We have been working diligently to comply with these requirements and remain transparent. In order to receive these notifications, it is important that we have current contact information, especially email and cell phone numbers. We ask that you reach out to the center if you need to update your contact information. In the meantime, we encourage you to review our website for the most current updates.