



Dear Chartwell Patient:

We have seen a resurgence in COVID-19 infections in recent months across the Commonwealth of Pennsylvania. I am reaching out again to reassure you that Chartwell is working hard to provide uninterrupted patient service. Our number one concern remains the health and well-being of you and your family.

Chartwell employees follow careful safety precautions to ensure we are healthy and prepared to serve our more than 15,000 patients. These include social distancing strategies, thorough hand washing, and mandatory mask wearing in all Chartwell and UPMC facilities. Additionally, many of our eligible employees have adopted a work-from-home schedule, ensuring the well-being of our essential personnel and your service. Our nursing staff also launched an innovative virtual education program to help safely educate new patients who come on service with Chartwell.

For those patients that receive deliveries via local service, Chartwell has instructed our drivers to deliver the product to the threshold of your home. If you need our employees to transport your delivery inside your home, our drivers have been issued Personal Protective Equipment (PPE) for your safety, as well as for the safety of Chartwell personnel. Patients that receive their deliveries through UPS will see no change in service.

Remember, it is vital that we continue to take precautions to slow further spread and avoid long-term consequences such as non-essential business closures. Visit [www.health.pa.gov](http://www.health.pa.gov) for up-to-date COVID-19 information including daily updates and recommended precautions.

Chartwell has also established a dedicated email address for any questions you have about Chartwell and the ongoing pandemic: [chartwellcovid19@upmc.edu](mailto:chartwellcovid19@upmc.edu). Please feel free to reach out to us with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Kathleen Patrick".

Kathleen Patrick  
President  
Chartwell Pennsylvania, LP