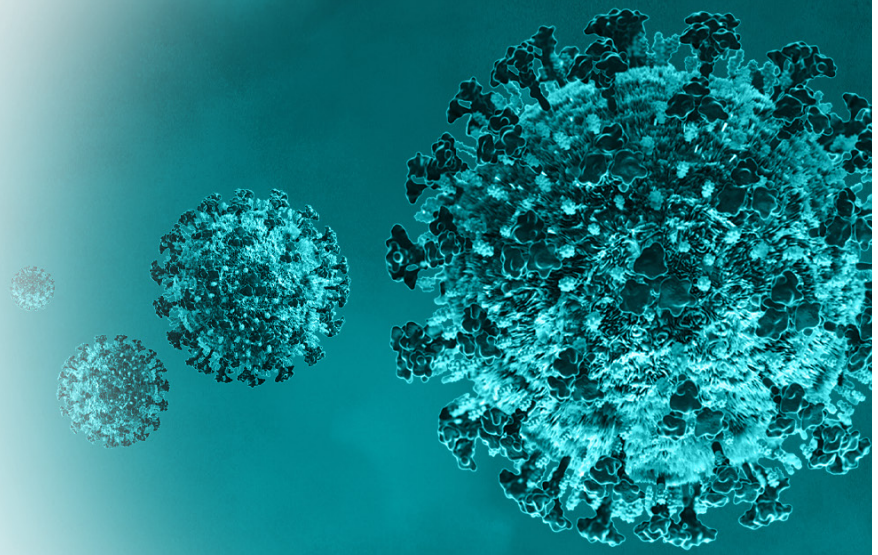


Here are some Chartwell COVID-19 questions that you may be asking yourself.

As always, we are here
for you during this time.



What are the main symptoms of COVID-19?

According to the World Health Organization (WHO), the most common symptoms are fever, dry cough, and shortness of breath. These are usually mild and begin gradually but are more likely to become severe if you are over the age of 60 or have underlying health conditions such as heart disease, diabetes, or high blood pressure. Additionally, some people become infected but do not show symptoms; this is why social distancing is especially important during this critical time.

Will my Chartwell delivery be affected?

No. We are on the front line of this pandemic and will continue to treat you or your loved one. We are taking every safety precaution and are working with health officials to determine the best and safest way to deliver your therapy, medication, or supplies. Our number one priority is ensuring that our patients are still serviced and in a timely manner.

Do I need to refill my prescription early?

There is no need to refill your medication early. We have inventory on hand to care for all our patients.

Can COVID-19 live on packages or supplies?

According to the Centers for Disease Control and Protection (CDC), the risk is low in terms of COVID-19 being transmitted through surfaces or packages. The virus is primarily transmitted by droplets from direct contact with infected individuals. All of the operational personnel preparing your shipments wear surgical gloves and are undergoing health screenings every day. Patients can take extra safety measures by wiping down packages with a disinfectant wipe before they are opened. Always wash your hands after opening any packages and right before administering your medication or therapy. Washing vigorously for 20 seconds and drying with a clean towel can greatly reduce any germs on your hands. Be sure to wash your fingertips also.

Is my medication still safe?

Yes. Our employees are being screened to be sure that our team will not transmit the virus to you. We are taking every safety precaution at Chartwell to ensure your well-being.

Will my nursing agency still come to my home?

Yes. There is no change to your nurse or nursing agency. If you have any questions specific to your home health nurse or your care, please reach out to them directly.

Can Chartwell send face masks or alcohol wipes?

As always, Chartwell will provide you with the essential supplies you need to prep, administer, and dispose of your medication and supplies.

**If you have any immediate questions or concerns,
please call a Chartwell nurse or pharmacist at 1-800-755-4704.
If you are experiencing shortness of breath or worsening symptoms,
be sure to call your health care provider right away.**

Additional COVID-19 resources:

Centers for Disease Control and Prevention:
www.cdc.gov

The World Health Organization (WHO):
<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

The Infectious Disease Society of America:
<https://www.idsociety.org/public-health/COVID-19-Resource-Center/>