



SUBJECT: Life Line Screening and COVID-19 Preparedness

The reality of our world is that the current virus is not a one-off challenge but likely the new normal for public health and a call to action on how to prepare and manage other challenges like this. We have taken an approach to always be ready – no matter what. Below, we have outlined the steps we are taking to minimize the risk both to our field teams and to the people who walk through the door to be screened.

- We are monitoring the virus situation closely – internally + externally. We update intelligence daily as well as have systems set up to rapidly deploy information to field as needed. Our primary sources of information and guidance are the experts at the CDC and WHO. We have an internal task force in play that includes our CMO, CEO and Senior Leadership Team.
- Life Line has deep experience in managing these types of situations as we did through H1N1. Meaning that stringent infection control policies, field education/ awareness and corporate monitoring/ action plans were successful. We are prepared to act in the best interest of everyone involved, which may include cancelling and rescheduling events at the appropriate time and place.
- It may be helpful to walk along the participant journey in looking at our approach to coronavirus.
 - **Step 1: Appointment scheduling**
 - At time of appointment, instruct participant to call and reschedule appointment if they are not feeling well.
 - If a participant has a concern, our PHAs (Preventive Healthcare Advisor) at the call center have been provided talking points.
 - We have always trained our field teams on a rigorous and effective “Disinfection - Sanitation Policy”.
 - We use sanitizing products used in hospitals and other healthcare institutions all over the world. We are diligent in following our long-established protocols.
 - We have action steps to ensure that our screening events address the concerns brought about by the virus.
 - Other talking points are available about how we are managing our teams
 - We have reiterated our cleaning and disinfecting policy regarding equipment and frequently touched surfaces.
 - We have stressed again the importance of proper and frequent handwashing with our teams.
 - We encourage team members to stay home when sick.
 - **Step 2: Live reminder Call**
 - If participant cancels because they are sick, offer appointment options for future events in territory.
 - Remind participant, if new symptoms occur do not go into event and call to reschedule.
 - **Step 3: Registration at event site**
 - During registration, participants are screened for risk factors for virus. If showing any symptoms of illness, discreetly asked to reschedule.
 - Stringent infection control between registrants.

Again, Life Line Screening is monitoring the situation daily. We hope this helps provide confidence in our preparedness. Please let us know if we can provide anything else.

Keith A. Coffee MD, PhD
Chief Medical Officer