



Your Health & Safety are our #1 priority

Here is what we are doing in response to COVID-19 (the coronavirus).

ShuttleMED appreciates the trust from the hundreds of people we serve daily for their non-emergency medical transportation needs. Your health and safety are our first priority. This is why we wanted to share an update on our actions related to the current situation with COVID-19 (the coronavirus).

We are actively monitoring the situation and taking the precautionary steps as recommended by the OC Health Care Agency, Centers for Disease Control (CDC) and the World Health Organization (WHO).

Some of the actions we have taken include the following:

- We are providing masks, disinfecting supplies and gloves to our drivers for adequate decontamination of our transport vehicles per patient trip.
- We will thoroughly disinfect & clean the entire interior of each transport vehicle each week.
- We will work with all riders to reschedule any non-critical trips.
- We will coordinate with the local Orange County Healthcare Agency for transportation of anyone confirmed with the coronavirus infection.
- We are prepared to initiate standard Disaster Recovery protocols, as necessary, to proactively engage with dialysis clinics, chemotherapy providers, and other providers of life-sustaining and critical services to accommodate any modified hours of operation or reduced staffing/treatment capacity. .

Transparency is always important to us, but especially in times like these. We will work to keep everyone we serve informed as the situation evolves.

To help reduce your risk of contracting COVID-19 (the coronavirus) and slow the spread of the illness, WHO recommends the following:

- Clean hands with soap and water or alcohol based hand rub
- Cover nose and mouth with flexed elbow or tissue when coughing and sneezing. Dispose of tissue immediately
- Avoid close contact with anyone with cold or flu-like symptoms
- Stay home when sick
- Frequently clean touched surfaces and objects

If you are experiencing symptoms such as fever, cough, or shortness of breath, please see your doctor.