



July 3, 2020

To our Residents, Patients and Family Members,

Thank you for your support and patience as we continue to navigate these unprecedented times together. We are committed to keeping your loved ones safe and to keeping you informed.

To prevent the spread of COVID-19, we are again strongly recommending telehealth visits for doctor's appointments instead of an offsite physician's visit. We have seen an increase in residents testing positive for COVID-19 after returning from an external appointment. Any time your loved one leaves our buildings, it increases their chances of exposure exponentially.

To keep all our residents and employees safe, with physician approval, we will make every effort to schedule a telehealth visit instead of an off-site visit when appropriate. We will assist your family member with the visit from their healthcare provider in the safety of their room.

We will also continue to follow the Department of Health recommendations to quarantine any patient or residents leaving the facilities for outside doctor appointments, emergency room visits or hospitalizations. This means that residents will need to be quarantined in their room when they return from an appointment.

Within 48 - 72 hours after they return, we will administer a COVID-19 test. The quarantine will continue until we receive a negative test result (usually 2-3 days). Starting July 13, we will be testing on Mondays, Tuesdays and Fridays and the order for testing will come from one of our staff physicians to avoid delays.

In addition to the above safety measures, we continue:

- Screening anyone entering the facility for COVID-19 symptoms
- Daily temperature checks of our patients and residents
- Testing all staff entering a long-term care or an assisted living facility for COVID-19 every two weeks
- Not admitting anyone to our skilled nursing or assisted living campuses unless they have a negative COVID test.

We understand how challenging this has been for our residents, guests and family members. We hope you are enjoying the window visits and virtual calls.

- Both window visits and video calls can be scheduled by calling (904) 990-6186 between the hours of 10 a.m. and 8 p.m., or by sending an email to [ConnectWithBrooks@brooksrehab.org](mailto:ConnectWithBrooks@brooksrehab.org) anytime.

In addition to the window visits and virtual calls, the following is available:

- **Status updates:** The assigned nurse will communicate directly with you if there is any change in the condition of your loved one.
- **Care plan meetings:** These are available via phone and scheduled by a member of our team.

We also want you to know that our weekly communications along with a schedule of our monthly activities and our menus are available on the [Bartram Crossing](#), [Bartram Lakes](#) and [University Crossing](#) websites. We also encourage you to follow our social media channels for photos and

information. Brooks Rehabilitation is on [Facebook](#), [Instagram](#), [Twitter](#) and [YouTube](#). Bartram Lakes is also on [Facebook](#).

As we continue to follow all AHCA, DOH and CMS regulations, please be assured that residents and staff safety is our number one priority. If you have any questions, please feel free to reach out to Andy Andre or Maria Interiano directly.

We hope you have a wonderful July 4th!

Sincerely,

Doug Baer, President & CEO

Trevor Paris, MD, Chief Medical Officer

Andy Andre, Administrator, University Crossing, (904) 345-8320

Maria Interiano, Administrator, Bartram Campus, (904) 528-3020