



CONCORDANCE[®]
HEALTHCARE SOLUTIONS
Delivering service beyond your expectations.

June 12, 2020

To our Extraordinary Customers,

First, we want to thank each and every one of you, and your teams, for the tremendous work you've done throughout this pandemic. Your dedication to your patients and to the health of our communities is astounding. Concordance will continue to do everything in our power to support your commitment to positively impacting lives. In order to provide up-to-date information, we would like to share with you some important links below that contain important information from various government agencies.

COVID-19 Surge

As always, our top priority is providing the quality products and services you need to effectively care for patients, protect your staff and prepare for a potential spike of new COVID-19 cases. The CDC recently updated their [COVID-19 Surge](#) tool for hospital administrators. This spreadsheet-based tool allows users to produce estimates of the number of COVID-19 patients that need to be hospitalized, the number requiring ICU care and/or ventilator support. This can help facilities determine future product needs and identify any potential capacity challenges they may face. Our team understands how overwhelming it can be to deal with and plan for pandemic-related situations and we remain focused on supporting your needs at every turn.

Change in Traditional Healthcare

The COVID-19 pandemic and safe-social-distancing efforts have altered the delivery of and access to healthcare across the country. This has changed the demand for traditional healthcare services as patients and providers increase their use of telehealth services, decline elective procedures and postpone preventative and routine care. While we work to ensure that we have the solutions in place to help with the ever-changing environment, we wanted to share this [tip sheet](#) from the Department of Health and Human Services in regard to considerations and potential mitigation strategies for healthcare providers.

Elective Surgeries

The CDC and U.S. Surgeon General released a joint statement as a [Roadmap for Resuming Elective Surgery After COVID-19 Pandemic](#) which covers a variety of principles and considerations for how to safely resume procedures. Concordance is ready to help you as elective surgeries resume. Please contact your Account Manager for assistance.

We want to thank you again for your partnership and ongoing collaboration. We will continue to keep you updated throughout the next few months.

Stay Safe | Stay Healthy | Stay Strong

Gina Marchese
Executive Vice President