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COVID-19 Q&A: Customer Questions

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Sizewise is committed to supporting our customers during the COVID-19 pandemic as we have during similar outbreaks or local emergency situations. Just like our healthcare facility partners, we are prepared, practiced, and ready to continue service in times of critical need. Our top priorities are the safety of our employees and the service to our customers and their patients.

For our 1,000+ employees, we've reinforced policies and procedures that protect them every day from hospital-borne infectious diseases like *C.diff*, MRSA, Staph, and others. And we've built out a number of support resources on our intranet—Sizewise Spark—and on our website, at sizewise.com/covid-19. For our customers, we continue to provide 24/7/365, uninterrupted service. Many facilities continue to experience micro-surges in patient census. We are well-versed in emergency situations, and our Sales and Operations teams are responding to current customer needs while planning for future needs.

1. Is Sizewise considered an essential business?

Yes, Sizewise is an essential business and our employees are essential employees—which means we will remain open even if local governments order non-essential businesses to close. We are essential because we provide products and services that help hospitals care for COVID-19 patients (and others). As a company with 65 branches serving the nation's leading hospitals and health systems, each of our employees is proud of the work our company does alongside the doctors and nurses on the front line of this pandemic.

2. Is Sizewise able to maintain its industry-leading delivery times?

We're doing all we can to maintain the level of service our customers expect from Sizewise, but due to certain circumstances we may not be able to stand by our four-hour delivery promise. Our sales and customer service teams will keep all lines of communication open with customers—especially if a delivery, service, or pickup delay is expected. We expect delays, if any, to be temporary in nature.

3. Have equipment delivery protocols changed because of COVID-19?

Our delivery protocols have continued to evolve over time. Beginning on Mar. 16, 2020, Sizewise leadership directed employees to have no direct contact with patients in facilities or homecare settings. As of this latest revision, dated Aug. 18, 2020, Sizewise leadership is authorizing protocol changes based on customer need and proper PPE usage (see below).

- **Facility Deliveries:** Facilities have started asking for pre-COVID levels of delivery/pick-up/maintenance. If a customer is requesting/allowing delivery, setup, and no patient contact in-servicing of equipment to non-COVID patients and their rooms, Sizewise employees should perform that service. Employees are responsible for using, at minimum, PPE required by current Sizewise protocols or the customer's Infection Control/Infection Prevention protocols. If the employee wishes to wear additional PPE for delivery, setup, and no patient contact in-servicing of equipment, they may choose to do so. All delivery operations, including setup,

troubleshooting, and servicing of equipment, will be done in a manner that best complies with current guidance regarding social distancing and gathering of people.

- **Homecare Deliveries:** Procedures have been adapted to increase safety and minimize exposure potential to both employees and patients. When possible and appropriate, smaller homecare items (walkers, commodes, foam mattresses) may be drop-shipped directly to the patient's home. If in-person delivery is needed, customer service will pre-screen for COVID-19 risk. An additional pre-screen should take place when delivery is being scheduled.
 - If patient is not COVID-19 positive, Sizewise employees are to have no contact with the patient or others in the homes; prior to entering the home, Sizewise employees are to wear proper PPE (including disposable gloves and N95 mask). Immediately after leaving the home, all PPE will be sealed in a plastic bag for proper disposal.
 - If the patient has been exposed or is a current COVID-19 patient, Sizewise teams will still deliver, but under the following direction: Sizewise employees are to have no contact with the patient or others in the homes; prior to entering the home, Sizewise employees are to wear the highest level of PPE (including disposable gloves, disposable garments, N95 mask, safety goggles or face shield, etc.). Immediately after leaving the home, all PPE will be sealed in a plastic bag for proper disposal.
 - If delivery is unable to be completed, customer service will follow up with the referring physician or facility.

4. Describe your infection control and prevention protocols.

Employees at our 65+ branch locations take a consistent, thorough approach to cleaning and disinfection—from the time equipment is removed from a hospital room until it's ready to serve another patient. Sizewise is ACHC accredited, and we follow their strict standards for infection control and prevention. The process includes:

- We follow manufacturers' recommended wet times, thoroughly cleaning all items with hospital-grade chemicals approved by the EPA
- EMist® electrostatic disinfectant systems apply chemicals to every square inch of the equipment, ensuring the highest level of disinfectant processing
- Support surface top covers are cleaned thoroughly—either by hand or with industrial-style laundry machines and dryers.
- During processing, dirty equipment is always kept in a separate area from clean equipment—ensuring no cross-contamination.
- Additionally, we disinfect every delivery vehicle, including cargo areas and passenger cabs.

Only after thorough disinfecting and preventive maintenance is equipment staged in the clean area of our warehouse and ready for re-deployment.

5. How is your leadership staying updated to the COVID-19 situation?

At a local level, our teams are in frequent contact with customers—monitoring facility needs, understanding facility protocol changes, and responding accordingly. Our corporate leadership, including our compliance and safety teams and our Leadership Response Team, are staying connected with resources at the CDC, OSHA, and the World Health Organization and providing updates to our teams as needed.

6. How have the day-to-day of MedTech roles changed?

Sizewise is taking every possible precaution to keep its employees safe—especially those who work with, and within, our customer facilities. Customers should know our MedTechs have undergone a host of training protocols in order to serve our hospital customers.

- Our field employees undergo regular TB testing and must pass all vendor credentialing criteria before serving within healthcare facilities.

- Our standard protocols for employee illness apply as they always do. Employees who show any signs of sickness (including fever, cough, etc.) are asked to stay home and seek appropriate medical treatment.
- COVID-19 protocols added at certain facilities have included Sizewise delivery personnel having their temperatures taken prior to entering facilities. Our employees are willing to abide by all facility protocols to best serve our customers.
- We provide annual flu shots, test for TB and offer Hepatitis B vaccines when appropriate. We have not added COVID-19 testing specifically for our employee base.
- All Sizewise MedTechs are properly trained on proper use of PPE and hand hygiene. Our disinfectants and disinfecting protocols are proven effective against COVID-19 according to the disinfectant manufacturer.

7. My facility needs in-servicing and has other questions about your equipment—but we need to limit vendor visits. Do you have options for “virtual” in-servicing?

Yes—product in-service videos are online and available for customer use, and the Clinical Support Team is happy to connect with customers by conference call or video meetings with customers. For a list of all current In-Service Videos, visit sizewise.com/clinical-support/in-service-videos. If you would like to schedule a call or Zoom with a Sizewise clinician, please reach out to your sales rep or email clinicalsupport@sizewise.com.

8. Does Sizewise offer long-term rental options?

Yes. Our *Extended Length of Stay (ELS)* rates allow facilities to rent equipment for long periods of time at a discount. The facility will manage all equipment cleaning during the rental term. This may be a better option for facilities who are experiencing or anticipating long-term surges in their patient census. Contact your Sizewise rep for more information.