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## DELIVERY, PICKUP, AND SERVICE PROTOCOLS

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### No Patient Contact

- Sizewise employees are not to come in direct contact with any patient—COVID-19 positive, negative, or otherwise.
- Sizewise employees are unable to help assist in patient transfers.
- COVID-19 negative patients may remain in the room during delivery, pickup, or service—but must maintain 6-foot social distancing.
- Sizewise employees are not to enter isolation areas or floors dedicated to treating COVID-19 patients. Equipment must be delivered, picked up, or serviced in an area clear of exposure risk.



### Delivery/Pickup/Service: Acute or Post-Acute Facility

- Sizewise employees will follow company and facility protocols designed to reduce COVID-19 risk and exposure, including the use of designated “safe zones” for deliveries and pickups, where established.
- Delivery/pickup/service may be conducted in the patient room—provided there is no patient contact and 6-foot social distancing is maintained. Otherwise, delivery/pickup/service should happen in the hallway or other customer-approved areas.
- Sizewise employees will round on equipment or make sales calls only when customer protocols allow.



### Delivery/Pickup/Service: Homecare

- Certain products will be shipped to patient’s home rather than delivered.
- If delivery/pickup/service is needed, Customer Service will prescreen the patient and others in the home for COVID-19 risk. The local branch will call a second time—to screen again and decide on a delivery location.
- Sizewise employees will follow PPE guidelines for delivery—and employ the highest level of PPE if patient or others in the home are COVID-19 positive.
- Per *No Patient Contact* policy (above), Sizewise employee is not to come in direct contact with any patient—COVID-19 positive, negative, or otherwise.