



HEALTH DATA TO PROTECT
AND IMPROVE LIVES

COVID-19: EMSI Update

March 24, 2020

Essential Business Status

In light of changes in certain local guidance and the issuance of the Cybersecurity and Infrastructure Security Agency Advisory *Memorandum On Identification Of Essential Critical Infrastructure Workers During Covid-19 Response*, EMSI is recommencing services in Pennsylvania and Puerto Rico subject to other requirements concerning minimum operations and social distancing in the various stay-at-home/shelter-in-place orders issued by various governmental entities.

Under the various orders issued by governmental entities and the Cybersecurity and Infrastructure Security Agency Advisory *Memorandum On Identification Of Essential Critical Infrastructure Workers During Covid-19 Response*, EMSI is an essential business operating in critical infrastructure sectors, such as (i) public health/essential healthcare operations; (ii) essential critical infrastructure, including transportation and logistics; and (iii) financial services, including insurance services. Additionally, under applicable orders and guidance, EMSI's services are necessary to maintain essential operations of other essential businesses and critical infrastructure sectors.

EMSI's examiners and collectors are being provided relevant documentation for use with local law enforcement authorities when required.

Service Status

- EMSI's critical operations continue nationwide
- Wisconsin: EMSI's branch offices in Eau-Claire and La-Crosse, WI have suspended in-home paramedical exams only. Paramedical exams and drug tests continue in these offices by appointment.

No Major Medical Facility Closures

- MedSouth Record Management, a copy service in Mandeville, LA, has closed, which is expected to delay medical record retrieval in Louisiana
- The vast majority of medical record requests continue to be filled. We will update clients if we experience any changes.

March 20, 2020

Impact of state and local governmental directives

- Puerto Rico: services have been suspended
- California
 - Paramedical exams have been suspended in Orange County and across the Bay Area, including in Marin, San Francisco, San Mateo, Santa Clara, Contra Costa, and Alameda Counties and the City of Berkeley
 - All EMSI services continue outside of these areas
- Pennsylvania
 - Paramedical exams have been suspended in Pennsylvania in light of recent statewide orders
 - EMSI continues to provide testing for the transportation industry and certain clinical services in Pennsylvania
- Wisconsin
 - EMSI's branch offices in Eau-Claire and La-Crosse, WI have suspended in-home paramedical exams only. Paramedical exams and drug tests continue in these offices by appointment.

No major medical facility closures

- Vast majority of medical record requests continue to be filled
- Will update clients if we experience any changes

EMSI has begun furloughing staff to align with reduced business volume. This will not affect production or cycle time. It may take us a little longer to respond to your requests for information. Please continue to consult [emsinet.com/company-alerts](https://www.emsinet.com/company-alerts) for these COVID-19 updates.

All other EMSI services continue without interruption

March 19, 2020

EMSI staffing remains steady

- To date, no EMSI employee has tested positive for COVID-19
- CEO James Calver has updated all employees on EMSI's COVID-19 response

EMSI Operations

- Surveying branches to confirm operational readiness, staff health status, infection control procedures, communications protocols, kit inventories and personal protection supplies
- We continue to move certain employees to remote or virtual work in phases. Some teams may remain in our offices because of system requirements or equipment access. Those employees are using social distancing.
- We have increased the frequency of facility cleaning and distributed additional supplies to our teams

No major disruptions in medical facility closures

- Vast majority of medical record requests continue to be filled
- Will update clients if we experience any changes

Following directives from state and local governmental entities, EMSI has suspended paramedical exams in these areas

- Puerto Rico
- California: restrictions apply in Orange County and across the Bay Area, including in Marin, San Francisco, San Mateo, Santa Clara, Contra Costa, and Alameda Counties and the City of Berkeley

Other areas

- EMSI's branch offices in Eau-Claire and La-Crosse, WI have suspended in-home paramedical exams only. Paramedical exams and drug tests continue in these offices by appointment.

All other EMSI services continue without interruption

March 17, 2020

Certain state and local authorities have restricted non-essential services and announced curfews

EMSI is following these directives and curfews limiting hours of operation where required

Puerto Rico and the San Francisco Bay Area

- Following directives from state and local governmental entities, EMSI has suspended paramedical exams in these areas for the next two weeks
 - California restrictions apply across the Bay Area, including in Marin, San Francisco, San Mateo, Santa Clara, Contra Costa, and Alameda Counties and the City of Berkeley
- New appointments continue to be accepted and scheduled for dates after restrictions expire
- EMSI continues to perform in-home biospecimen collections for certain clinical clients and federally regulated drug and alcohol screenings in these areas
- EMSI's medical record retrieval services continue in these areas

EMSI continues to provide paramedical exams in all areas where insurance services are not restricted

- We continue to provide paramedical exam and other services in Pennsylvania
- We are monitoring local directives and will update clients and associates

Monitoring medical facility status – no major closures to report

All other EMSI services continue without interruption

March 16, 2020

Normal business volumes experienced through Friday, 3/13

Working Remotely

- Moving certain EMSI associates to remote status; first and second phases complete
- Goal is to make sure people are safe and ensure continued operations

Monitoring Medical Facility Status

- No major closures to report: we are tracking status of facilities/copy services in order to alert clients of delays in accessing medical records

Branch Network

- Monitoring field inventories of supplies (kits, gloves, masks, hand sanitizers)
- Conference call held 3/12 to review CDC guidelines for scheduling and confirming exams and in-home visits

March 11, 2020

EMSI adopts CDC guidelines when scheduling and confirming exams and in-home visits

1. Messages our schedulers will communicate when scheduling a paramedical exam:

Please contact EMSI to reschedule your appointment if you

- Experience fever or flu-like symptoms within 48 hours of your appointment
- Have been in close contact with anyone who is known to have the COVID-19 virus
- Recently traveled from an area with widespread or ongoing spread of COVID-19

2. Question asked when confirming appointments for exams and in-home visits:

Have you

- Experienced fever or flu-like symptoms within 48 hours of your appointment?
- Been in close contact with anyone who is known to have the COVID-19 virus?
- Recently traveled from an area with widespread or ongoing spread of COVID-19?

If the answer to any of the above is yes, we will reschedule the appointment. All rescheduled appointments must occur after 14 days.

March 10, 2020

EMSI executives, managers, team leaders and supervisors review COVID-19 response plans and practices

Human Resources guidelines have been developed to help managers address issues concerning

- Illness and absenteeism
- Virtual or remote work locations
- Business travel
- Potential office closures
- Protocols for urgent management of active or suspected cases

Managers have been directed to

- Monitor and report attendance daily to HR Operations
- Plan and identify critical business tasks and plan for major or minor impacts
- Consider hiring practices needed to protect staff

- Ensure those who are ill with flu-like symptoms do not report to work or engage in case management in the field
- Restrict return to work for employees who have traveled internationally or who have been in high density exposure areas
- Err on the side of caution; clean public areas frequently and reinforce good health practices
- Notify executive management, HR and Operations within 15 minutes of identification of case in an office or virtually
- Act with sensitivity and care to address employee concerns and issues

March 3, 2020

EMSI's Pandemic Scenario – Reviewed in January

EMSI has an established Business Continuity Plan to deal with potential threats and prevent disasters. The plan is designed to enable continued operations and is regularly tested to review our response to unforeseen events and minimize risk.

A pandemic scenario was included in our successful, annual Disaster Recovery drill on January 14, 2020. A cross-functional team of key managers conducted a table-top exercise to test EMSI's response, using data from the Centers for Disease Control and Prevention and the Federal Emergency Management Agency.

Pandemic Task Force Launched

Our Vice President of Corporate Compliance and Privacy is leading an EMSI Pandemic Task Force. Task force members have been assigned from each business unit, HR, Finance, IT and Marketing. Key risks from each organization are reviewed and mitigation steps are identified and implemented. We are staying on top of this with recurring meetings and by tracking action items.

Regular, Frequent Communications On Infection Control

Through our Infection Control Program, we have:

- Placed hand washing and coughing signage in key areas of our work locations
- Provided personal hand sanitizers in call centers
- Implemented a desk wipe-down process before and after each shift
- Directed cleaning crews to conduct additional cleaning and sanitizing
- Communicated infection control best practices to our workforce by email

Additional Steps

- Implementing additional, cascading communications to field leaders, examiners and collectors on infection control best practices
- Scheduling field team meetings with examiners and collectors to review infection control procedures and answer questions
- Conducting a mandatory computer-based training course on infection control procedures
- Procuring additional personal protection supplies
- Working with key suppliers to ensure availability of products and services