

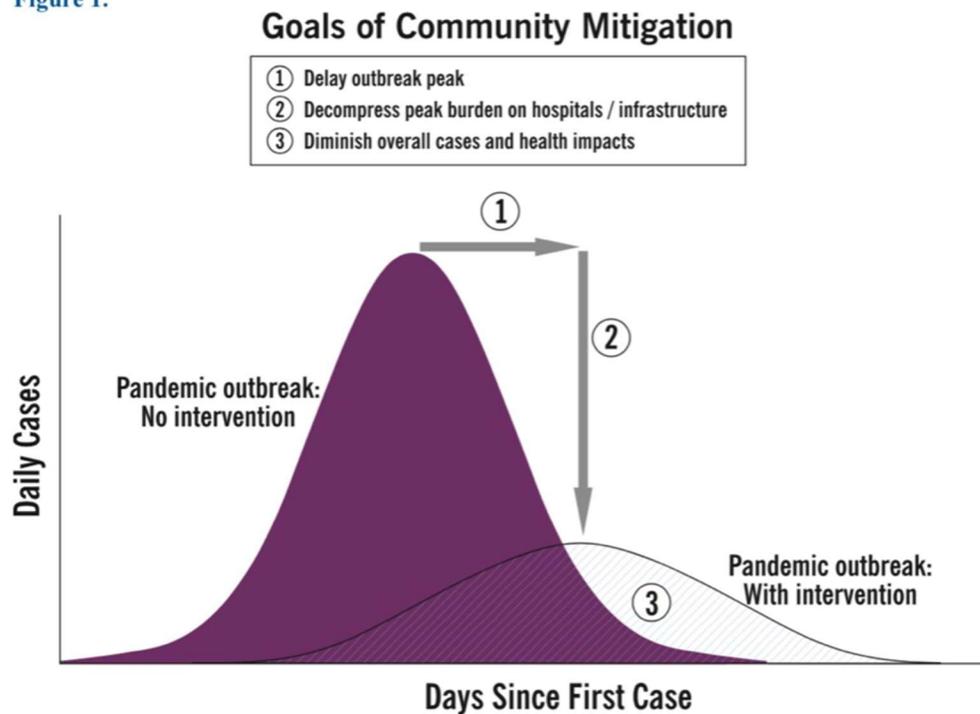
Dear QualDerm employees,

As you are all aware, the WHO has declared the current COVID-19 situation an official “pandemic”, the first since 2009 H1N1 Swine Flu outbreak. The QDP states of Ohio, North Carolina, Pennsylvania and Tennessee (plus many others) have declared a state of emergency. Virus testing is reportedly more available now and expansion of testing capacity will be important moving forward to help identify and contain community clusters. The Trump administration has authorized more travel restrictions and taken other steps to mitigate contamination as have sports leagues, schools and entertainment/meeting/conference coordinators. All these efforts are aimed at containment of the virus and slowing of further spread, the same efforts QualDerm has been recommending and implementing with your assistance.

We will see more cases and things will get worse,” **Dr. Anthony Fauci** (Director of the National Institute of Allergy and Infectious Disease) says on coronavirus, adding that “How much worse will depend” on U.S. ability to “contain the influx” from abroad and “*contain and mitigate in our own country.*”

“**Flattening the curve**” is the best current strategy being encouraged by public health experts and it depends greatly on our collective individual and local community actions. By ‘flattening the curve’ we prolong the time frame to allow for development of treatments/vaccine while also significantly reducing the peak incidence so that healthcare systems are not overwhelmed.

Figure 1.



We appreciate there is a natural level of anxiety and stress these unprecedented circumstances places on all of us and we all are thankful for each one of you and the role you play within QualDerm. Please

continue to support one another and let us know how we can further support you. Health@qualderm.com

Our goal is to maintain a safe work place that allows us to fulfill our mission to provide high quality, safe, ethical and compassionate dermatologic care to our patients. We reiterate that the WHO <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>, CDC <https://www.cdc.gov/coronavirus/2019-nCoV/index.html> or coronavirus.gov and Johns Hopkins <https://coronavirus.jhu.edu> websites contains accurate and reliable information.

We also stress ongoing compliance with our policies regarding screening of patients, proper self-hygiene and protection, and staying home if sick. Front desk staff will help with our screening triage. We and the Quality Council continue to monitor and update our policies according to CDC recommendations. We are continuing to explore and expand ways to work remotely. We are also closely tracking our supply chains to ensure we have protective equipment. There are numerous reports (even within our clinics recently) of patients stealing masks, gloves and hand sanitizer from medical offices, so please closely monitor and be hyper-vigilant.

Our Operations team is working on additional Tele-Health resources that we can utilize to augment patient access during these times when patients may not wish or be able to come to the office. Our elderly patients are particularly vulnerable and this may help them with post-op care among other visit types. Please share ideas about how we might further leverage Tele-Health across our practice sites.

We can all make a big difference by doing the little things right and consistently. Wash your hands frequently; clean work surfaces regularly; avoid crowds and travel; stay home if sick; cover your mouth with a tissue if coughing/sneezing and throw it away and then wash up. We have more control than we think to help mitigate this situation.

We will get through this together.

JA, BL, AW