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To: Epoch Sleep Center and Coastal Sleep Diagnostic CPAP Customers

From: Peter Fontaine RN, CEO

March 16, 2020

## **A Letter To Our Customers Regarding COVID-19**

Epoch Sleep Centers & Coastal Sleep Diagnostics would like to personally thank you for trusting us with your care. It is an honor to provide you with sleep apnea testing, CPAP devices and supplies. We have been servicing patients for over 10 years and remain committed to providing the best clinical care, equipment options, and sleep apnea information.

Please be assured that during this present Coronavirus (COVID-19) situation, the health and safety of our patients, employees, and providers is our highest priority. Protective measures and educated actions are being taken at all levels to keep everyone safe and healthy while we continue to provide our services. We utilize monitoring guidance from state and national organizations, and we are taking precautionary measures to ensure that our corporate office in Lincoln, RI, our sleep labs, and our CPAP distribution centers are minimizing risks to all parties.

We will continue to provide the support you need for ongoing CPAP and supply needs while avoiding unnecessary face-to-face encounters between staff and patients through our direct shipping program and other provisions. Here are some highlights of our changes and offerings:

- Offering direct shipping of CPAP Machines, Cleaners and supplies
- Offering direct shipping of CPAP Cleaners like the SoClean device
- Quarterly resupplies of disposables like mask frames, cushions, headgear, and tubing filters are covered by insurance and offered through our service (HSA Cards, Direct Pay and Credit Cards accepted)
- Staff education and constant communication are being provided in accordance with State DPH and CDC guidelines about limiting and preventing the spread of the virus
- Hand-washing guidelines and other prevention methods have been recirculated to all employees and are posted throughout our office locations
- Patient-facing personnel have been provided personal protective equipment to ensure the health and safety of patients, their caretakers, and our employees

We ask for your patience during these temporary changes as we adapt to the current climate. Please feel free to contact us at 401-542-9919 or email [cpapteam@epochsc.com](mailto:cpapteam@epochsc.com)