



Epoch An Epoch Sleep Well Company

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To: Epoch Sleep Center and Coastal Sleep Diagnostic Referral Providers

From: Peter Fontaine RN, CEO

March 16, 2020

## **A Letter To Our Referral Providers Regarding COVID-19**

Epoch Sleep Centers & Coastal Sleep Diagnostics want to personally thank you for trusting us with your patients' sleep testing, CPAP machine and resupply needs during this difficult time . We have been serving patients for over 10 years and remain committed to providing the best clinical care, equipment options, and information.

Please understand that with the current state of the Coronavirus (COVID-19) outbreak, the health and safety of our patients, employees, and providers is our highest priority. We are sensitive to employee needs and are allowing remote work from home when applicable.

We offer many direct shipping programs for sleep testing and CPAP supplies, thus allowing minimal exposure between staff and patients. Because we know the importance of testing and treating sleep apnea, we remain dedicated to providing the same convenient turnaround time, and we are resolute in our efforts to remain safe and compliant in our support of you and your patients.

We have begun to provide options to avoid face-to-face encounters with our team members while providing the support needed for ongoing In-Lab Testing, Home Sleep Apnea Testing, CPAP and supply needs. We ask for your patience during these temporary changes as we adapt to the current climate. 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 to patients, employees, and providers alike. Here are some highlights of our changes and offerings:

- Direct shipping of Home Sleep Test to the patient at no cost
- Direct shipping of CPAP Machines, Cleaners and supplies at no cost
- 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)

Feel free to reach out to any of our Rhode Island or Massachusetts contacts with any questions:

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