



6 Blackstone Valley Place • Building 7 • Suite 707 • Lincoln, RI 02865
37 Derby Street • Suite 3 • Hingham, MA 02043

To: Epoch Sleep Center and Coastal Sleep Diagnostic CPAP Customer's

March 16, 2020

From: Peter Fontaine RN, CEO

A letter to our customers

Epoch Sleep Centers / Coastal Sleep Diagnostics want to personally thank you for trusting us with your care. It is an honor to service your sleep testing, CPAP devices and supply needs. We have been servicing patients for over 10 years and remain committed to provide the best clinical care, equipment options and updates.

Please be assured that during this time with Corona Virus (COVID 19), the health and safety of our patients, employees, and family's providers, is our highest priority. Infection Control at all levels is followed including any products sent to you via the mail or your visiting one of our many locations in Rhode Islands and Massachusetts.

We use monitoring guidance from state and national organizations are taking precautionary measures to ensure that our corporate office in Lincoln RI , Sleep Labs , CPAP distribution centers and other operational and clinical policies that minimize risks to employee's and patients. We have begun to provide options to avoid face-to-face encounters with our team members yet provide you the support you need for ongoing CPAP and supply needs. Here are some high lights and options we are offering. We ask for your patience during these temporary changes among our staff and patient services.

- Staff Education ,Continual education and communication are being provided in accordance with State DPH and CDC guidelines about prevention and limiting the spread of the virus for patients and employers
- 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 both patients, their caretakers, and our employees.
- We offer direct ship for CPAP Machines, Cleaners and supplies.
- We Offer direct ship to your home CPAP Cleaners (So Clean,).
- Recommendations for resupply disposable's every three months, (Mask frames, Cushions, headgear, tubing filters) are covered by insurance and offered through our service. HSA Cards , Direct pay and use Credit Cards available)

Please feel free to contact us at 401-542-9919 or email cpapteam@epochsc.com

RI Phone: (401) 541-9188 **RI Fax:** (401) 541-9199 | **MA Phone:** (781) 740-9155 **MA Fax:** (781) 740-9156

Visit us at one of our locations across MA & RI or online at www.epochsc.com