

# The CHP Group Response to Novel Coronavirus (COVID-19) Outbreak

Like many other businesses in the healthcare field, The CHP Group has received inquiries about novel Coronavirus (COVID-19). The information in this document outlines what CHP is doing to ensure the continuity of our business services as well as our mitigation strategies.

## What we're doing now

We are dedicated to business continuity during the virus outbreak. We remain in contact with our key partners and vendors to ensure the same service levels our clients and their members are accustomed to. A number of our employees have the capacity to work from home full- or part-time. We are evaluating response scenarios including increasing work-from-home capacity. Our preparation for these unlikely scenarios will mitigate the impact on members and clients.

To preserve continuity of care and access to our provider network, we are offering education to the network about novel Coronavirus (COVID-19) along with CDC and WHO recommendations for limiting the spread of the virus. Both organizations offer information on the usage and disposal of masks and rubber gloves, as well as informational signs that providers can post in their offices.

## What everyone can do

Everyday habits can help stop the spread of viruses – including COVID-19. These common precautions are the first step in protecting yourself and those around you:

- **Wash your hands often** with soap and water for at least 20 seconds, but especially before and after meals, after using the restroom, and after being in public spaces such as grocery stores, public transportation, and schools.
- If soap and water are not readily available, **use an alcohol-based hand sanitizer** that contains at least 60% alcohol.
- **Avoid touching your face** with unwashed hands.
- **Avoid close contact** with people who are sick.
- **Practice social distancing**, including limiting scenarios where people are interacting closely or frequently with others such as large social gatherings.
- **Stay home when you are sick.** If you have a fever, cough and difficulty breathing, seek medical care early, following the directions of your local health authority.
- **Cover your cough or sneeze** with a tissue or your bent elbow. Throw used tissues in the trash.
- **Clean and disinfect** frequently touched objects and surfaces.

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To stay up-to-date on COVID-19, visit the Centers for Disease Control and Prevention (CDC) website at [cdc.gov](https://www.cdc.gov) or the World Health Organization (WHO) website at [who.int](https://www.who.int).

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