



RE: UPDATE ON COVID-19 FROM JUNIPER HEALTH

FROM: DR. DERRICK HAMILTON, CEO/CMO 

DATE: MARCH 23, 2020

The mission Juniper Health, Inc. (JHI) is to “*improve the health of our service area residents by delivering high-quality, patient-centered healthcare regardless of the patient’s ability to pay.*” At JHI, this is more than a mission statement, it is a way of life. Through thick and thin, JHI’s dedication to our patients, staff, and mission is unwavering.

This is an unprecedented time we now face, not only in the history of Juniper Health, but in the recent history of healthcare in our great nation. We are dealing with a set of challenges that one could barely imagine just a few short weeks ago. With a potential epidemic on the distant horizon earlier this month, JHI did not wait. We took a proactive approach and launched into action by planning, preparing, and making major adaptations, in real time, to confront this looming situation. I’m proud to report today, that Juniper Health has risen to the challenge. Our team is exceeding expectations in preparedness, safety, and continual delivery of the high-quality healthcare we are known for.

With this unparalleled situation we now face, we would like to make you aware of some alterations to our way of serving our patients that you have grown accustomed to:

- 1) **Medical:** ***We are adapting our medical operations in response to the challenge we now face.*** We still strive to provide the same high-quality healthcare you have come to know and expect. With that in mind, we will continue to adapt to the new reality that this COVID-19 dilemma presents us with.

We have reallocated resources, space, and staff to meet this challenge. We have redesigned the workflows to maintain a safe and effective healthcare delivery system during this crisis. We continue to deliver on our promise to our patients.

In accordance with expert guidance, we ask you ***please call the clinics for nonemergent/nonurgent healthcare needs before you come.*** We all are currently utilizing and continuing to develop new ways to meet your healthcare needs.

- 2) **Dental:** In accordance with directives from the Commonwealth of Kentucky, JHI is ***currently treating dental emergencies only.*** Please call to discuss your dental situation with your JHI dental staff.
- 3) **Behavioral Health:** Please call ahead for non-emergencies to discuss with your behavioral health provider.
- 4) **Clinic Operations:** We have instituted an external triage process at our medical sites. You will likely be met, outside our equipped facilities, by JHI staff who will screen you prior to entry. This step, in conjunction with others, will hopefully help maintain the safety of the healthcare delivery system for both patients and staff alike. Please bear with us in this process.

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Given this unique set of challenges, we may have to temporarily alter sites, services, and/or hours of operations to meet this unique set of challenges we face. As CEO and CMO of Juniper Health, I am and remain in awe of our Juniper Health team. The professionalism and dedication they have, and continue to exhibit, under trying circumstances, is to be admired. Their nimble ability to adapt to the needs of our patients, our staff, and the area is to be commended.

In conclusion, we all look forward to the day this crisis passes and we return to a normal existence. You can rest assured, ***Juniper Health Inc. was, is, and will be here to meet your healthcare needs.*** We ask you please be patient with us as we make real-time adaptations to meet the unprecedented demands that the COVID-19 challenge presents us. Please follow us on our official Juniper Health social media accounts for up to date information. As always, please call us to discuss your healthcare needs.

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