

March 16, 2020

To Our Community Partners,

We wanted to update you on changes to the way the DuPage Health Coalition is doing business during our current public health crisis.

First, our hearts and thoughts go out to all of those affected by COVID-19. This is a trying time for the patients and families who face illness and uncertainty.

We would also like to take a moment to thank our exceptional volunteer providers, who make our programs possible. ***We know that all health care workers are on the front lines right now and we hold them in our thoughts.*** Our gratitude for their work is limitless, and we stand firm in our support of them.

At DuPage Health Coalition, our important work coordinating access to healthcare continues. We have committed staff members who are still working full schedules and offering expert care coordination. Much of our work happens by phone, email, and web, continuing uninterrupted. Our team has transitioned to work remotely for a period, but we have technology in place to support patients and partners effectively and in real time. Where changes in enrollment processes or partner access recommend changes to how we conduct business, we have plans in place to continue to adapt and to ensure patients can continue to access care.

To reduce likelihood of infection transmission, DHC programs will temporarily halt all orientations and in person educational programs, resuming those services as soon as we are able. We anticipate that individual patients and the offices that serve them will choose how to manage standing appointments during this outbreak. As is our policy, we continue to stress to patients the need to provide at least 24-hour notice if they need to change medical appointments. We are also relaying critical health guidance about COVID-19 to our patients as communicated by the CDC, DuPage County Health Department and other leading sources.

Thank you for being invested in our mission. If you have any questions about programs or operations during this time, please contact me at [kmurphy@accessdupage.org](mailto:kmurphy@accessdupage.org).

**Stay healthy and safe,**



Kara Murphy  
President