

SARAH Network COVID19

Safety protocols for staff and patients



TREATING PATIENTS

The SARAH Network treats almost 2,000,000 people annually. With the onset and progression of the COVID-19 epidemic in Brazil, these patients cannot have their rehabilitation programs and medical care suspended.

The majority of the individuals admitted to, or seen at, the SARAH Network belong to high-risk groups whose lives would be especially threatened by a potential COVID-19 infection, such as the elderly, the immunosuppressed, patients with acute neurological conditions, with paraplegia/quadriplegia, or other associated comorbidities.

In an effort to continue rendering safe, quality healthcare to the population, we've implemented the following measures and protocols:

COVID-19 Triage Protocol Prior to In-person Consult/Treatment

1

All individuals who go for in-person appointments at a SARAH Network hospital are submitted to a series of precautionary assessment measures. Upon arrival, they are evaluated by a registered nurse (RN) who 1) clears those who present no flu-like symptoms to proceed to their consult/treatment or 2) directs those with flu-like symptoms to a more extensive medical consult with a SARAH physician who recommends medication, domiciliary quarantine or admission to a hospital equipped to treat COVID-19, depending on the case.



2

In-person Consult/Treatment

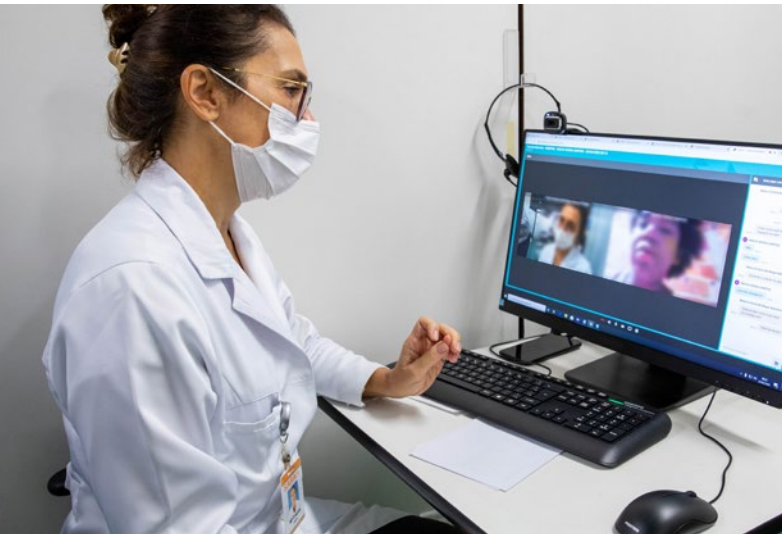
Conducted by different specialists who use the Personal Protective Equipment (PPE) indicated for each situation.



3

Telemedicine

Remote and telephonic consults are available for individuals who need to continue their treatment at SARAH during the pandemic but prefer not to go to the hospital, or cannot go due to health issues. The Network implemented the necessary technology to conduct remote rehabilitation consults and activities. Since March 16 of this year to mid-July, 104,000 remote treatment and consult sessions have been conducted. This access to telemedicine has garnered praise from our patient population.



4

Prescriptions for Medication Issued Remotely

All SARAH Network physicians underwent digital certification in order to renew or issue new prescriptions for medication, when needed, after the remote treatment or consultation sessions. Patients can download and print their prescriptions on the SARAH website [screenshot of the SARAH Patient Portal, below].

The screenshot shows the SARAH website interface. At the top, there is a navigation bar with links: PÁGINA INICIAL, CONTATO, DÚVIDAS FREQUENTES, FALE CONOSCO, COLABORADORES, and JA É PACIENTE? ENTRAR. Below this is the SARAH logo and the text 'Rede SARAH de Hospitais de Reabilitação Associação das Pioneiras Sociais'. A search bar labeled 'PESQUISE AQUI' is on the right. A main navigation bar contains: A REDE SARAH, ESPECIALIDADES ATENDIDAS, PROGRAMAS EDUCACIONAIS, EDITAIS, **ÁREA DO PACIENTE**, and SOLICITAÇÃO DE ATENDIMENTO. The 'Área do Paciente' section is highlighted and contains a list of services with icons and descriptions:

- 1** **Dados pessoais**: Documentos pessoais, endereço e alterar a senha de login
- 2** **Minha agenda**: Consultas, atendimentos e exames futuros agendados
- 3** **Solicitação de consulta**: Retorno ou admissão em outra especialidade
- 4** **Resultados de exames**: Resultados de exames
- 6** **Receitas**

On the right side of the 'Área do Paciente' section, there is a vertical list of services: Dados pessoais, Minha agenda, Solicitação de retorno, Resultados de exames, Solicitação de documentos, Validação de documentos, Receitas, and Validação de receitas.

5

Patients Hospitalized at SARAH

Nurses, physicians and paramedical health staff don the required protective gear to continue their care of patients in the wards.



6

Use of Smartphone apps

Due to the common everyday use of these easy-to-disinfect devices, healthcare professionals now access patient portals and charts via a recently implemented smartphone app, created specifically for this purpose. It was designed to ensure encrypted access, privacy - and, as importantly, equipped with covers that are constantly disinfected, which helps curtail the spread of the virus. Support staff, such as hospital maintenance workers, can order necessary supplies from, and send messages to, central management, thereby cutting down on person-to-person contact.



7

H1N1 Vaccinations

To ensure greater safety, this flu vaccine has been made available to all patients, caregivers, and families at every SARAH Network facility.



8

Prevention Campaigns

There is ongoing, clear communication about the required application of all measures, protocols, and added care that must be exercised inside and outside hospital facilities to control the spread of viruses and infections. Below are examples of bulletins posted throughout SARAH facilities.

<p>Attention</p> <p>Please maintain a distance of at least two empty seats between you and the person next to you.</p> <p><small>SARAH </small></p>	<p>ATTENTION!</p> <p>SHARED SPACES IMPORTANT PRECAUTIONS</p> <p>BEFORE ENTERING Thoroughly wash your hands with soap and water or apply sanitizing gel.</p> <p>DO NOT CONGREGATE in hallways or shared spaces.</p> <p>UPON SITTING DOWN Maintain a minimum distance of 1.5 meters between you and the people next to you.</p> <p>INFECTION CONTROL IS IN YOUR HANDS!</p> <p><small>SARAH </small></p>	<p>ATTENTION!</p> <p>PANTRY AND WATER FOUNTAIN IMPORTANT PRECAUTIONS</p> <p>BEFORE ENTERING OR LEAVING Thoroughly wash your hands.</p> <p>DO NOT CONGREGATE Be brief. Maximum of two people allowed in the pantry at a time.</p> <p>WATER FOUNTAINS When filling your water bottle, do not let the bottle touch the spigot.</p> <p>INFECTION CONTROL IS IN YOUR HANDS!</p> <p><small>SARAH </small></p>	<p>ATTENTION!</p> <p>ELEVATORS IMPORTANT PRECAUTIONS</p> <p>BEFORE ENTERING OR LEAVING Apply sanitizing gel to your hands before and after touching the elevator buttons.</p> <p>INSIDE THE ELEVATOR Maintain a minimum of one meter between yourself and others.</p> <p>LOTACIÓN MÁXIMA MAXIMUM OCCUPANCY: 4 PEOPLE Or one stretcher and two people. Priority should be given to the elderly or people with disabilities.</p> <p>INFECTION CONTROL IS IN YOUR HANDS!</p> <p><small>SARAH </small></p>	<p>ATTENTION!</p> <p>CAFETERIA IMPORTANT PRECAUTIONS</p> <p>UPON ARRIVING Put your cell phone away</p> <p>BEFORE SERVING YOURSELF Carefully apply sanitizing gel on your hands</p> <p>AWAIT YOUR TURN In a single file, maintaining a minimum of 1.5 meters between yourself and the individuals next to you.</p> <p>WHEN SERVING YOURSELF Do not speak or talk about the food</p> <p>UPON SEATING Always leave an empty seat or equivalent amount of space between yourself and the person next to you</p> <p>INFECTION CONTROL IS IN YOUR HANDS!</p> <p><small>SARAH </small></p>	<p>ATTENTION!</p> <p>IMPORTANT PRECAUTIONS</p> <p>DO NOT CONGREGATE around equipment, or when walking through the hospital or administration buildings (hallways, stairwells, or any of the shared spaces, i.e., auditoriums, rooms, etc.)</p> <p>INFECTION CONTROL IS IN YOUR HANDS!</p> <p><small>SARAH </small></p>
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Infection control is in your hands

9

All SARAH staff are screened for Covid-19

Individuals who test positive are put on paid medical leave and required to quarantine at home, away from others (including family members). The Network's Division of Occupational Health provides ongoing support during the employee's period of self-monitoring. This is an essential practice in the containment of the virus, and an important way to protect our patients and staff so that we may continue to provide medical assistance to the population.



10

Pre-admission Triage

After completion of the triage questionnaire, all asymptomatic patients scheduled for admission undergo a COVID-19 test. Admission is only authorized after the return of a negative result. Patients with a confirmed or suspected COVID-19 status are asked to quarantine at home or are referred to a hospital that treats COVID-19.



11

Triage of all SARAH Staff

Upon arriving at the hospital and before starting their workday, all SARAH staff have their temperatures checked. In addition, they are asked a series of questions to ascertain their COVID-19 exposure risk: do they have any symptoms? Were they in contact with anyone with a suspected or confirmed case of COVID-19? When necessary, the employee is sent to the Division of Occupational Health, which takes the required steps and precautions befitting each case.



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Areas Restricted to Management of Suspected/Confirmed COVID-19 Cases Currently Hospitalized

In the rare instance that a patient, during their hospital stay, comes to develop symptoms associated with COVID-19, SARA has designated a specific area and protocol designed and equipped to manage their condition, safe from other patients and attended to by a special team, until either quarantine or transfer to another hospital for treatment of COVID-19 is determined.



SUPPLY CHAIN

In adherence to the guidelines set forth by the Commission for Controlling Hospital Infections, the Network's Purchasing and Supply Divisions have implemented strategies for guaranteeing the constant availability of Personal Protective Equipment (PPE) to every SARA facility. In addition to all hospital medical, paramedical and support staff, PPEs are provided to all patients, visitors, caregivers and accompanying family members. Supplies of face masks, gloves, caps, safety glasses, booties, and sanitizing alcohol gel are checked daily and replenished immediately when stock runs below the preestablished minimum.

To reduce waste, PPE is distributed daily at specific sites within each hospital. Masks and gloves, for example, are counted out according to the person's need for the activity or job they will engage in on that day. This increases accountability and responsible use of PPE.

To further maximize supplies of precious PPE for which there is a huge demand worldwide, SARA supplements its acquisition of these items from national and international suppliers with in-house fabrication of disposable and reusable face masks by its Sewing Department.



INNOVATION AND RESEARCH

The SARAH Network was one of the first institutions in the world to prepare for and deliver medical assistance via telemedicine at the very start of the COVID-19 pandemic. Devices and equipment required for the extensive implementation of this mode of distance healthcare was launched at the first sign of a possible pandemic so that SARAH patients could still access their physicians and rehabilitation professionals and not suffer full interruption of the services they have come to depend on.

Contact with national and international institutions revealed that no other was able to attain SARAH's number of telemedicine consults in such a short period of time.

An evidence-based study is currently underway to assess patients' satisfaction with the remote healthcare service they were rendered.





The SARAH Network
of Rehabilitation
Hospitals