
INTEROFFICE MEMO #3522

To: All W&F and A4 Access
From: A.J. Filippis and Steve Filippis
Date: March 19, 2020
RE: Corona Virus – Facility Hours effective 3/23/2020

Wright & Filippis continues to take the coronavirus seriously. You have seen, at the end of each day, we try to update our business and personnel policies if they require changes based on new guidelines and things we continue to learn daily.

There are several components considered in the balance in determining how we conduct business going forward during this time. We do provide an important function to our patients and partners for their well-being. We have continued to receive calls from Nursing homes and from our Hospital Partners, as well as provided items for patients in office that reduce pain and facilitate healing. We cannot assume any item is “non-essential” as the impact to that individual patient to come in to get the item is improving their lifestyle to some degree or they themselves would not be taking a risk. We should all continue to follow the CDC recommendations for cleaning and protection in the spread of germs.

Effective Monday March 23rd through April 5th all Branch Facilities will assume new hours.

- The facilities will be open from 9am-5pm for all employees. During this adjustment the staff will have their state mandatory lunch break paid by the company so that you are not short of the 8 hour daily requirement.
- We will only see patients between the hours of 10am and 4pm, however a walk in patient should not be turned away if they present outside of this window. This will allow you to assemble your teams, prepare for the day, close out the day and conduct thorough cleanings to keep our employees and patients safe.
- W&F feels these changes will limit patient exposure as well as reduce some time the employees are in the facility
- Please note with the changes that have been occurring daily this is open to change at any time if required
- This information will be updated to our Wright & Filippis Facebook page to help set the expectations with our patients but should also be communicated during any point of contact with our patients.

Temporary Visitor Restrictions per Michigan Executive Order 2020-7

- In accordance with the mandate we are allowed to ask to restrict visitors accompanying our patients when being seen in our facilities. We should discuss this with them when we schedule them for an appointment to set the expectation. Visitors should be limited to:
 - An accompanying person that is necessary to support the delivery of care to the patient
- We will not at any time get confrontational with a patient that does not comply. Normal necessary precautions should be taken during the treatment of the patient.

Providing an Option to a Temporary Leave of Absence for those over 60, or with immunocompromised systems, to stay home due to the fact they are considered at higher risk in relation to COVID-19

- HR is currently working on the new policy which will be forthcoming with the explanation and requirements
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