

A Message from Element Care's Medical Director

As many of you are hearing from the media coverage, the COVID-19 (Coronavirus) outbreak is a rapidly evolving situation. That said, Element Care is working diligently and around the clock to mitigate the risk to our participants, caregivers, partners and employees. To protect our community, Element Care is taking many steps including:

- Making arrangements to assure the needed medical care and services are provided to all of our participants
- Following the guidelines outlined by the Centers for Disease Control and Prevention and the Massachusetts Department of Public Health
- Monitoring the latest information on COVID-19 guidance, best practices, and recommendations to ensure we are doing everything possible to care for PACE participants
- Activating our Emergency Preparedness Plan and convening a COVID-19 Task Force to address the many clinical and operational issues necessary to secure our participants and staff

These are a few of the many initiatives we are implementing to help us care for the many frail elders in our program and to protect our dedicated, mission-driven staff. Rest assured we are doing everything possible to keep everyone safe and to minimize the impact of the COVID-19 virus on our community.

We will continue to care for all of our participants and provide them with the services and medications they need. However, participants should prepare to self-isolate for a prolonged period and if possible have friends, family or delivery drivers drop off food and supplies. Moreover, we urge our participants or their caregivers to call their PACE Center if they have symptoms such as a cough, aches and pains, fever or a new shortness of breath.

By working together and being vigilant, we can do our best to keep everyone safe and to minimize the impact of the COVID-19 outbreak on our participants, staff and community.

For the latest information on COVID-19, please visit the [Center for Disease Control](#) and [Massachusetts Department of Public Health](#).

Sincerely,

Dr. Joanna DUBY, Medical Director