

Coronavirus (COVID-19)

Supporting communities safely

As the COVID-19 spread is now a pandemic, we want to offer information and support, especially to those most challenged by this disease—older adults and people with serious chronic conditions like heart disease, diabetes and lung disease.¹ People with these challenges should stay at home as much as possible, and many are already home-bound.

It is essential for these individuals facing tougher challenges to continue getting the resources and care they need to maintain their health. Whether it's meal-delivery services, transportation to a doctor's appointment, visitors to prevent isolation or stocking up on home supplies and medications, seniors rely on these vital services, along with their community and healthcare team to support them. There has never been a more critical time to show them we care. Our priority is the safety and well-being of our members and the communities we serve.

What can you do to help?

As you continue serving these individuals, take extra precautions and make necessary modifications in order to keep your staff and volunteers safe, especially those who are in close contact with anyone facing more challenging circumstances. Taking extra care will go a long way in reducing any additional impact of the virus.

Take these recommended steps if you are serving seniors or people with chronic conditions:²

KEEP AWARE – COVID-19 is a mild to severe respiratory illness with symptoms such as coughing or sneezing, fever and difficulty breathing. The main way this virus spreads is from close person-to-person contact, which happens from being within a 6-ft. distance, having contact with contaminated surfaces, and being exposed to respiratory droplets from others sneezing or coughing.

KEEP CLEAN HANDS – Wash your hands thoroughly and often. The best way to do so is with soap and water for at least 20 seconds, especially after blowing your nose, coughing or sneezing, or having been in a public place or someone else's home. If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.



Serving with creativity

Consider the following when offering services:

- Meal-delivery services can drop off meals at the front door instead of going inside
- Food pantries can pre-pull bags of food and stage them so that people can simply drive up and retrieve
- Visitor and friendship services can transition in-home visits to phone or web calls

To discuss potential solutions for your organization, connect with us at BoldGoal@Humana.com.

KEEP HEALTHY DISTANCES – Take precautions as you would with seasonal flu. Avoid shaking hands and coming into close personal contact with individuals – keeping a distance of at least 6 feet if possible. If you’re interacting or caring for others who are sick, wear a facemask and gloves for extra protection. Avoid touching your eyes, nose and mouth during your interactions, and wash your hands before and after your visits.



Share this helpful **guide** with your staff and volunteers for the safety tips above.

What if you get sick?

Pay attention for potential COVID-19 symptoms, which include fever, cough and shortness of breath. If you feel like you are developing symptoms, call your doctor. If you develop emergency warning signs for COVID-19, get medical attention immediately. In adults, emergency warning signs could include:³

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

If you have flu-like symptoms and suspect COVID-19, here are additional steps you can take to help protect others:⁴

- Seek medical advice.
 - Call ahead before you go to a doctor’s office, urgent care, retail clinic or emergency room. Tell them about your symptoms and any recent travel.
 - Consider telehealth as an option. Many doctors have telehealth capabilities in their offices and your health plan may have a preferred telehealth vendor for urgent care type needs.
 - If you have life-threatening symptoms, dial 911 immediately.
- Stay home while you are sick.
- Avoid close contact with others.
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue away and wash your hands.
- Clean and disinfect objects and surfaces.

To stay up to date, visit the [CDC website](#) and check out the [CDC’s travel guidance](#). You can also learn more from the [World Health Organization](#).

Learn more about how Humana is co-creating solutions to address social determinants and the health-related social needs for our members and communities, at [PopulationHealth.Humana.com](#).

References

¹Centers for Disease Control and Prevention. Coronavirus. Reviewed: March 12, 2020. Available at: www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html#who-is-higher-risk. Accessed March 13, 2020.

²Centers for Disease Control and Prevention. Coronavirus. Reviewed: March 12, 2020. Available at: www.cdc.gov/coronavirus/2019-ncov/about/index.html. Accessed March 13, 2020.

³Coronavirus Disease 2019 (COVID-19) Higher Risk & Special Populations

⁴“Coronavirus Disease 2019 (COVID-19) Prevention & Treatment,” Centers for Disease Control and Prevention, last accessed March 6, 2020, www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html