



Q&A Regarding COVID-19

Will I be able to work from home?

As you know there will be a group working from home on Monday and Tuesday to test out the processes for working from home. We have also placed orders for certain hardware components that will be needed for connections to WIFI and for soft phone use. Once readiness testing is complete we will be prepared to enable team members working remotely if an emergency arises.

What if I can't work due to illness or family situation before the company has initiated working remotely?

If anyone is not feeling well or if other circumstances prevent someone from coming to work please refer to the standard attendance policy.

What's the plan for Imaging in the event there is a disruption to ability to work onsite?

Depending on the circumstances, we are considering a couple of possibilities -- if a limited number of people are able to work in the building, Imaging employees who are able to come in to work could continue as normal. In the event this is not possible we would be forced to redirect incoming image CDs to the requesting facility and train Imaging employees to assist with other tasks that could be supported from home. We will make determinations as the situation evolves.

What if I contract COVID-19?

You should first focus on yourself and getting well. After you've contacted your health care provider, please notify your supervisor.

Will I get paid if I contract COVID-19?

Our existing PTO policies are still in effect. Short-term disability is also available if you are out of work eight days or more. We are continuing to discuss additional eHealth options along with programs that may be available at the federal and state level.

What if I am required to quarantine at home, or must stay home with a sick child? Or what if my child's school is closed and I don't have childcare available?

We are monitoring emerging programs at the state and federal level. Our current attendance policy is in place until otherwise notified.

Is eHealth Technologies planning to close the office?

We do not have plans to close the office currently. Our top priority is the safety of our employees and taking care of our customers. We continue to monitor what's happening in the community and will follow guidelines issued by the local health and government authorities.

What if I am traveling and I cannot get home due to a quarantine or airport closure?

Normal PTO policies apply.

If I leave Rochester on a trip, will eHealth Technologies have a forced quarantine upon return?

The federal government is handling screenings and quarantine of individuals who travel to high risk areas. eHealth Technologies will not require anything additional.

Are the packages we receive safe to handle without contracting germs?

We have contacted FedEx and they notified us that viruses can't survive for long periods on surfaces such as packages. They also routinely disinfect their handling equipment so they feel the risk is extremely low that anyone would catch the virus from one of their packages.

That being said if team members would feel better utilizing Surgical gloves, they are available on request. Please see your Regional Director.

Information about COVID-19 will be updated regularly on our employee website, eHealthTechnologies.info (password: 4patients).