



A Message to our naviHealth Community Regarding COVID-19

Dear Valued Partner,

We recognize that with the ever-evolving COVID-19 pandemic, this is an unprecedented time for everyone — a time that, for many, is filled with uncertainty. We first and foremost want to extend our sincere gratitude for those of you working on the front lines of this unprecedented event.

We want you to know you have our commitment to continue providing you with the products and services you depend on. naviHealth has always focused on our mission to improve the lives of the patients we serve. This enduring mission guides us as we closely monitor, assess, and respond to this fluid situation.

In response to the current situation, we've implemented our business continuity plan — which examines all areas of business operations at every naviHealth site — and have taken actions to ensure continued service to our customers. Rest assured, we are prepared to serve you and continue business as usual during these unusual times.

First and foremost, our plan ensures the health and safety of our employees, so we can continue to deliver and support the products you count on. A majority of naviHealth employees already work remotely and we have mandated a work-from-home policy for all other employees. In addition, we have suspended all business travel. Thanks to virtual meeting technology, we will continue to hold scheduled meetings remotely, if convenient for your facility.

These precautionary measures have been taken to limit the potential spread of the virus, to support our employees in this challenging time,

and to ensure we maintain our ability to serve you, our customer, for the long term. Our senior leadership team remains vigilant and is monitoring the situation in real time, responding rapidly as conditions evolve.

For easy reference, we are planning to display the [CMS COVID-19 Emergency Declaration Health Care Providers Fact Sheet](#) in nH Discharge. We will do the same in our nH Intake application for users in the post-acute community.

Please continue to utilize your usual channels of communication with naviHealth, either through your naviHealth Customer Success Manager or through naviHealth Customer Support (support@navihealth.com). We are here and ready to help you in any way we can.

Thank you again for your continued partnership and for the work you do to provide care for our most vulnerable citizens.

Sincerely,
The naviHealth Team