



Dear Colleagues,

Adventist Health is thankful and appreciative of your partnership and support as our communities work to battle the COVID-19 pandemic. Over the past month, we have focused attention and resources in three areas:

1. Preparing our organization for an expected surge of COVID-19 patients including, capacity management, supplies, and clinical protocols.
2. Slowing the spread of the virus by temporarily suspending non-urgent elective visits and procedures, providing support services remotely where possible, and encouraging social distancing throughout the community.
3. Supporting our associates and providers by working to stabilize pay and benefits and responding to the request for flexible lease terms.

This is an unprecedented time in the history of healthcare in the United States. While Adventist Health is not able to provide a backstop for all business and financial impacts this virus is having on our community, we are focused on doing everything in our power to reduce the severity and duration of the impact it is having.

To this end, we wanted to share with you some resources which may be available to support our independent providers during these challenging times.

- The **Paycheck Protection Program** for small businesses launched April 3. This could help your practice cover payroll or other related expenses. We encourage you to review the program and [apply here](#) if you feel it is appropriate for your practice. Funds are limited so please be sure you act soon.
- The Small Business Administration has cataloged a great [selection of resources](#) including information about loan programs.
- Useful COVID-19 information and guidance for providers is also available from the [California Medical Association](#) and [Noridian/CMS](#).

To support your own wellbeing, Adventist Health has introduced SynchTALK, an emotional health and stress management platform for caregivers and their families who are on the frontlines of the COVID-19 crisis. In partnership with SynchronousHealth, this benefit includes four virtual counseling visits supplemented by an AI platform for ongoing care. These resources are available in addition to the existing Wellbeing and Wellness services available through your Medical Staff committees.

Again, we thank you for the commitment you continue to demonstrate to our patients and staff, and look forward to emerging from this, stronger, healthier, and more resilient as we round the COVID-19 pandemic in the coming months.

Thank you,

Andrew D. Jahn, President

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