



GMR COVID-19 Guidelines for Preparation and Response

Today we are sharing the [GMR COVID-19 Guidelines for Preparation and Response](#). This is the first version and you should expect updates to these guidelines because of the evolving nature of this illness and changes in the way it's managed. Please review these guidelines carefully and immediately share them with your Supervisors, Operations Managers, Clinical Leaders, Safety Leaders and Program Directors.

Our National GMR Medicine team is meeting with public health and federal agencies daily to make sure we have the latest information. We are focused on the safety of our crews, teams, patients and the communities we serve.

This virus does not look like it is going to go away soon and we want you and your colleagues to be assured that we have an informed, measured approach to dealing with this healthcare emergency. There is nothing more important and you have the support of the entire organization. As we deal with this evolving crisis, we recognize that you also continue to fulfill the responsibility of managing daily operations.

Thanks for all you do, especially in times like this. Please reach out to either of us or your Regional Presidents if you need anything.

Take good care of yourselves and each other.

A handwritten signature in black ink, appearing to read "Ted".

Ted Van Horne, Chief Operating Officer



Ed Racht, M.D., Chief Medical Officer

Additional Resources for You and Your Families

Emotional Support: Optum is offering a free emotional support help line. The company's public toll-free help line number, 866.342.6892, will be open 24 hours a day, seven days a week for as long as necessary. This help line cannot offer medical advice but will provide those affected access to specially trained mental health specialists to help people manage their stress and anxiety so they can continue to address everyday needs. Callers may also receive referrals to community resources to help them with specific concerns, including financial and legal matters.

[**GMR Caregiver Well-being Website**](#)
