

CHG Healthcare family of companies COVID-19 business continuity update

Rest assured that our organization has been regularly preparing for disruptive scenarios such as COVID-19. This document summarizes CHG Healthcare's plan for how we will navigate the situation to ensure the safety and well-being of our employees, our providers, and our healthcare facility partners during the COVID-19 outbreak.

Highlights:



Following protocol to ensure the safety of our employees and helping to flatten the curve. Working from home if possible, while maintaining all business operations.



Leveraging vast operations and resources to respond as COVID-19 develops.



Listening to our clients and being flexible in how we place healthcare providers.



CHG Healthcare companies are strong and financially stable.



We are committed to our core values and purpose and working together to help our communities.

Planned Phases:

Our plan is based on four phases within six functions of our business: customers, employees, operations, technology, finance, and legal. Below is a summary by phase.

Phase 1: Pre-pandemic — Cases in the U.S. but no indication of rapid spread

- Remind employees of healthy hygiene habits and create central location for employee communication
- Follow CDC and WHO health and travel guidelines
- Test system and process vulnerabilities
- Provide regular updates to employees and customers

Phase 2: National Pandemic — Areas within U.S. seeing medium-to-rapid virus spread

- Begin implementing work-at-home strategy; provide laptops or desktops as needed
- Limit exposure by suspending visitors, large events, and employee travel
- Require screening questionnaire from all providers prior to start date
- Understand and support any additional client and provider needs
- Develop central location for customer information

Phase 3: Local Community Pandemic — Communities within commuting distance of our offices and medium-to-rapid virus spread

- Close employee services to limit exposure; move toward full work-from-home capabilities
- Increase frequency of updates to employees and customers
- Market critical-need jobs to healthcare providers to assist with staffing gaps
- Assist providers in getting to assignments without air travel and work with state licensing boards to expedite licenses

Phase 4: CHG Community Pandemic — Spread of the virus within CHG office(s) and rapid virus spread throughout the U.S.

- Consider closing physical offices and require remote work — all business operations able to operate remotely
- Execute plans for local locum tenens and travel, if necessary
- Marketing efforts to encourage providers to consider helping through locum tenens/travel